

# Specialized Transit Services

## 1990 FACT BOOK




Ministry  
of  
Transportation



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## FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1990 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced by the Ministry of Transportation and is produced annually. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

### Transit Office

Ministry of Transportation of Ontario  
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1201 Wilson Avenue  
Downsview, Ontario  
M3M 1J8

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This publication is only available in English.  
Cette publication n'est disponible qu'en anglais.





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## INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only five (5) transit systems for physically disabled persons operating in the Province. This has grown to sixty-seven (67) systems or 88 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database in order to facilitate comparisons among transit systems for physically disabled persons.
2. Increase the general level of understanding about transit services for physically disabled persons.
3. Provide a formal forum for information exchange with other provincial ministries,

external agencies, service operators and interest groups.

4. Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.

5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results (number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to the public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles,

and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report in providing a communications tool for sharing information and experiences depends on the cooperation and contributions of the municipalities in providing a



complete set of consistent data, and on the users of the Fact Book to interpret it in its proper context.

## PROVINCIAL FUNDING POLICIES

In 1990, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended **"to assist municipalities to provide service to those individuals who, regardless of age, are unable to board regular transit facilities."**

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1990, the eligible **capital costs** incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of three components:

- Basic;
- Passenger Based; and
- Specialized Vehicle Subsidy.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without Provincial funding assistance.

For 1990, the **Passenger Based** subsidy rate was \$3.30 per eligible passenger trip, (i.e., excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The maximum operating subsidy payable to any municipality was 75% of net cost.

**The Specialized Vehicle Subsidy** applied to the operation of specialized or "purpose built" vehicles, such as the Orion II, designed specifically for transporting physically disabled persons. This additional subsidy was calculated at the rate of one percent (1%) in 1990.

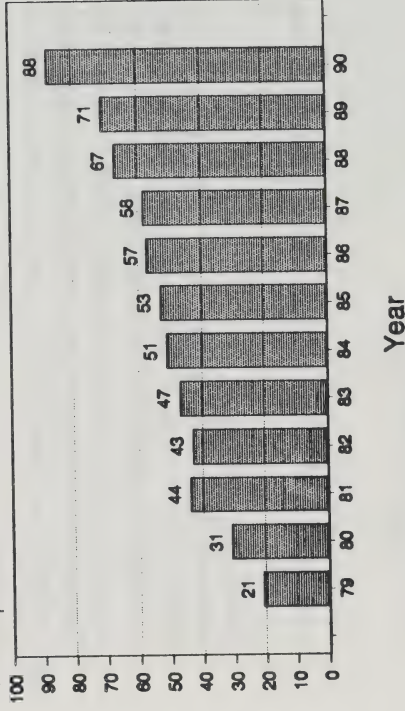
Municipalities participating in the Provincial funding program, agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

Municipalities

## SERVICE OPERATION SUMMARY

Although funding must be requested directly by a municipality, the service may be operated by the municipality directly, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

The following graph indicates the growth in the number of municipalities providing services from 21 municipalities in 1979 to 88 municipalities in 1990.



### Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1990, eight municipalities

indicated that they had not yet established an advisory committee.

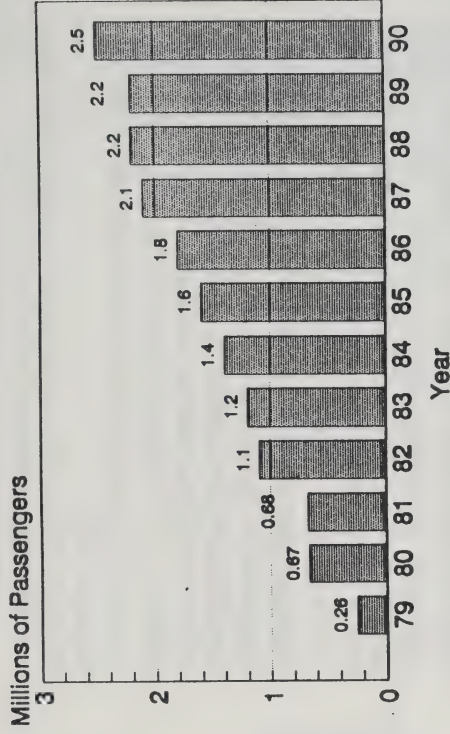
### Registrants

At the end of 1990, approximately 100,000 persons were registered as eligible for transit services for physically disabled persons, of which approximately 46% were wheelchair registrants, 52% were ambulatory registrants, and 2% were temporary registrants.

### Passengers

The total number of eligible passengers carried in 1990, per the provincial guideline, was approximately 2,580,000 of which approximately 47% were wheelchair users and 53% were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The following graph illustrates the growth in the total number of passengers carried since 1979.

## PASSENGERS CARRIED PER YEAR



Four percent of all trips, or 111,500 trips, carried in 1990 were attendants and companions.

### Level of Service

A municipality may provide the level of service it deems appropriate. Municipalities, with conventional transit services, could use conventional transit hours and days of service as a guide. Municipalities without regular transit would



#### Annual Increase in Passengers:

81/82	22%
82/83	18%
83/84	13%
84/85	14%
85/86	9.5%
86/87	20%
87/88	6%
88/89	4%
89/90	18%

determine the needs of disabled persons within the community and attempt to offer at least regular weekday services to match these needs.

#### Costs

In 1990, operating costs for transit services for physically disabled persons totalled approximately \$61,640,000. Due to the nature of the services, the cost per passenger, which averaged \$23.88 in 1990, is significantly higher than the figure for

conventional transit services. The average 1990 cost for conventional transit services was approximately \$1.50 per passenger.

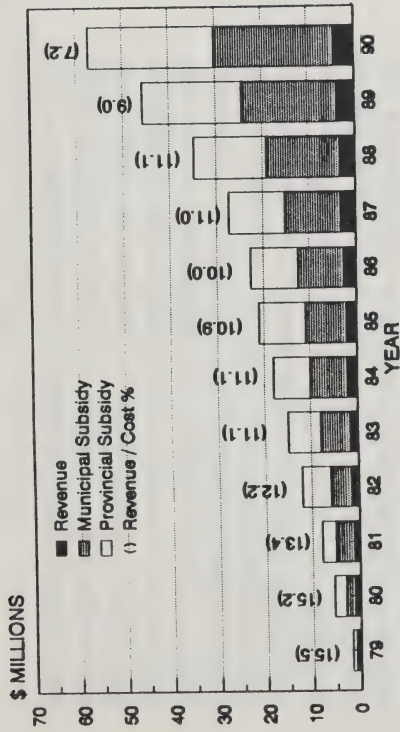
#### Revenue

The total revenues in 1990 were approximately \$4,450,000. In addition to revenue from regular service fares, which amounted to \$3,540,000, a total of \$910,000 was received from other sources including contracts and charters, advertising and charitable cash donations. The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.

Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.



## COSTS BY YEAR



27 systems operate from door to door. The selected policy can influence the productivity level of the system.

## Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no less than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents (\$0.50) per one way trip in municipalities without a conventional transit system.

In 1990, the adult fares ranged from \$0.90 to \$3.25. Eighteen (29%) systems levied adult fares that were different than adult fares of the conventional transit system. Seven (10%) systems charged different fares for different passenger categories (i.e., student, children and senior citizens), and Thirty-two (48%) systems sold tickets, tokens, punchcards or monthly passes.

## Service Type

Trip origins and destinations of physically disabled passengers in this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 13 systems operate from curb to curb, 27 systems operate from accessible door to accessible door and

## **Vehicles**

A variety of vehicles were used in providing transit service for physically disabled persons in 1990. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 41 sedans/station wagons, 117 modified vans, 190 small buses, 176 purpose-built buses, and 194 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a rush period in the morning corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1990 was 565 with 474 vehicles in midday service, 199 vehicles on Saturday and 170 on Sunday.

Non-dedicated vehicles (eg, taxis, sedans, livery) were used by 25 municipalities in providing transit services for eligible registrants. In 1990, approximately 507,300 passenger trips were made by non-dedicated vehicles, which accounted for 20% of total passenger trips. These trips were provided at an average cost of \$11.36 per trip.

## **Employment**

Transit services for physically disabled persons employed 1,296 people in Ontario for 1990. There were 630 full-time, 203 part-time, and 4 shared operators, plus 290 full-time, 137 part-time, and 15 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, yet only 10 volunteers performed such duties as reservationists, dispatchers or schedulers in 1990, down from 20 in 1989.

**Note:** It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

## **DEFINITIONS/EXPLANATIONS**

### **Service Start**

The year in which transportation services for physically disabled persons commenced operations in the municipality.

### **Service Area**

The geographic area served by the transit service.

### **Population Served**

The total population within the service area.

### **Advisory Committee/Board of Directors**

This is a group of concerned and knowledgeable citizens including members from various municipal departments whose main function is to develop policy. The committee determines the best operation of the service, determines if any co-ordination of services is possible, reviews applications for the disabled, sets service standards, and operating policies, etc.

## Registrants

### Eligibility Criterion

The provincial eligibility guideline for 1990 stated that services were for "persons who regardless of age, are physically unable to use regular transit facilities." However, interpretation varied between municipalities. Typical eligibility definitions include:

Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.

Unable to use: Includes persons unable to board plus persons unable to walk 175 m to a bus stop.

Unable to use with dignity: Includes persons unable to board and unable to use, plus developmentally handicapped and visually impaired persons.

### Eligibility Committee

A group separate from the Advisory Committee, made up of municipal officials or staff,

representatives from medical agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

## User Registration

Users of the transit service should be **registered** with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

### Waiting List

The number of persons on a list as of December 31, 1990 waiting to be registered. Service providers should be encouraged to register all those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants of the service should be serviced on a first come first served basis. The unmet demand



would then be measured by the number of unaccommodated trips.

### **Eligible Registrants**

The total number of people registered with the system as of December 31, 1990, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

### **Other Registrants**

The total number of registrants that are not deemed eligible as per the provincial guidelines.

### **Registration List Screening**

An indication of how often the list of registrants is completely screened or updated to verify eligibility.

### **Attendants and Companions**

An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance.

Some systems permit companions where space is available.

### **Visitor Eligibility**

An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

### **Eligible Passenger Trips**

The number of **one-way trips** made in 1990 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

The number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions.



### **Attendant and Companion Trips**

The number of one-way trips made by attendants and companions.

### **Trips by Trip Type**

Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

Prebooked: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

Demand Response: Trips requested the same day as the trip is made.

### **Unaccommodated Trip Requests**

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

### **Cancelled Trips**

The annual number of scheduled passenger trips which were later cancelled by passengers.

### **No-Show Trips**

The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

## **Service**

### **Service Type**

The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

### **Daily Hours of Service**

The beginning and ending times between which regular service is provided each weekday, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times shown in the Fact Book are for the weekday with the longest hours of service.

### **Call-Ins**

The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

### **Scheduling and Dispatching Methods**

The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

### **Fare Structure**

The fare structure that was in effect on December 31, 1990. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and

other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

### **Comparison to Conventional Transit**

For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as 'Longer', 'Shorter', or 'Same'.

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as 'Same'. If the conventional transit fare structure is different, including the concessionary fares for seniors, students etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then 'Different' is indicated. In municipalities where no conventional service is provided, 'No Conv. Service' is indicated.

# Vehicles

## Vehicle Types

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there are more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

**Station wagons** also includes unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

**Modified Vans** are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

**Small Buses** are vehicles built on a standard production cab and chassis, and include school buses.

**Purpose-Built buses** are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

## Vehicle Ownership

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospital, service club/community group, non profit organization.

## Vehicle Maintenance

The maintenance of vehicles may be undertaken by the municipality, by the transit authority, by the contracted operator, may be contracted out, or

may be undertaken by others or other means (free service).

### **Fleet Distribution by Time of Day**

The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays Sundays, and Holidays illustrates the variation in demand.

### **Revenue Vehicle Kilometres**

The total distance travelled during 1990 by vehicles while in revenue service, **excluding** deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

### **Total Vehicle Kilometres**

The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, **excluding** non-dedicated service.

### **Revenue Vehicle Hours**

The sum of all vehicle hours scheduled to be in service, **excluding** non-dedicated services, deadhead to and from the garage, maintenance, and training.

### **Total Vehicle Hours**

The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but **excluding non-dedicated services.**

### **Non-Dedicated Service (Taxis, Sedans)**

Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip for non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.



## **Employees**

### **Full-time Employee**

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

### **Part-time Employee**

An employee with a work assignment requiring less than 1,820 working hours annually.

### **Shared Employee**

An employee whose duties are shared with other departments or services.

### **Volunteers**

Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

### **Operators**

Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

### **Office Staff**

The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and processing of registration applications.

### **Maintenance Staff**

The number of paid maintenance employees including vehicle maintenance employees.

### **General Administration Staff**

The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

### **Operators Union**

The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.



### **Wage Rates**

The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1990 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

### **Financial**

#### **Total Operating Cost**

Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance)
- operating expenses incurred by municipal employees, including transportation,

scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs

- equipment and vehicle maintenance costs.
- general and administrative expenses.

#### **Total Operating Revenue**

Total revenue derived from the system operation, including:

- farebox revenue
- fares collected from school charters or other local service within the municipality such as service contracts with institutions
- other operating revenues from such sources as advertising and promotional considerations.

**Donations**

Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Cost. Donations form part of a municipality's share of the Net Operating Cost, or subsidy.

## **INDIVIDUAL SYSTEM STATISTICS**

AJAX-PICKERING HANDI-TRANSIT	MUNICIPAL CONTACT: GEORGE L.J. PAPIK (416) 683-1179  OPERATIONS CONTACT: M. PETERS (416) 683-2749	SERVICE OPERATED BY: Municipality	SERVICE STARTED IN: JANUARY 1981 POPULATION SERVED: 120,000 SERVICE AREA (ha): 5,869	ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 7				
REGISTRANTS			FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other	OPERATING COSTS AND REVENUES:  Oper. Cost \$494,991 Dedicated Non-Dedicated TOTAL: \$494,991 \$34,664 NET OPERATING COST: Provincial Share \$460,327 Municipal Share \$230,164 Donations \$230,163 \$0	ELIGIBILITY COMMITTEE? Yes MEMBERS? 1 Eligibility Determined By Staff	TYPE: Door to Door X Curb to Curb Accessible Door WEEKDAYS OF SERVICE: 0630 to 2300 Saturday 0820 to 2300 Sunday to Holidays to					
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING ON LIST? NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible)	REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING ON LIST? No N/A	CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer	METHODS: Registration X Reservations X Scheduling X Dispatching X	DEDICATED Non Ded. 25,031	- % - % - % - % - %	X X X X	
TOTAL: 800	TOTAL: 25,031	TRIP TYPES: Subscription 2,503 Pre-booked 6,258 Reservation 15,519 Demand-Response 751	MONTHLY PASSES Adult \$1.10 Child \$1.10 Student \$1.10 Senior \$1.10 Attendant \$1.10 Companion \$1.10 Other \$1.10	TICKETS & PUNCH CARDS Adult \$1.10 Child \$1.10 Student \$1.10 Senior \$1.10 Attendant \$1.10 Companion \$1.10 Other \$1.10	UNACCOMMODATED TRIP REQUESTS: 10 % 25 % 62 % 3 %	CANCELLED TRIPS: NO-SHOWS:	COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure	





AMHERSTBURG  
AAM CARE-A-VAN

MUNICIPAL CONTACT:

SERVICE STARTED IN: SEPTEMBER 1988  
POPULATION SERVED: 16,298  
SERVICE AREA (ha): 19,193

SERVICE OPERATED BY:  
Service Club

OPERATIONS CONTACT: DONNA CAUCHI  
(519) 736-2520

ADVISORY COMMITTEE?  
NUMBER OF MEMBERS:

Yes  
5

## REGISTRANTS

### LOCAL ELIGIBILITY CRITERION:

Unable to Board X  
Unable to Use  
Unable to Use With Dignity X  
Other

### ELIGIBILITY COMMITTEE?

No  
0  
Eligibility Determined By Staff

### REGISTRATION REQUIRED?

Yes  
No  
No  
No  
N/A

### WAITING LIST?

### WAITING ON LIST?

NUMBER OF REGISTRANTS:  
Eligible - Wheelchair  
- Ambulatory  
- Temporary  
Attendants/Companions  
Other (not eligible)

TOTAL:

0

### HOW OFTEN IS LIST OF REGISTRANTS SCREENED:

At Least Annually

COMPANIONS ALLOWED IF SPACE?  
VISITORS ELIGIBLE?

NO  
NO

## FINANCIAL

### OPERATING COSTS AND REVENUES:

Oper. Cost Revenue  
Dedicated \$38,877 \$3,289  
Non-Dedicated

TOTAL: \$38,877 \$3,289

### NET OPERATING COST:

Provincial Share \$35,588  
Municipal Share \$0  
Donations \$8,138

### ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair 516  
- Ambulatory 2,224  
Attendants/Companions  
Other (not eligible)

Dedicated Non Ded.

TOTAL:

2,740

0

### TRIP TYPES:

Subscription - %  
Pre-booked - %  
Reservation 986 35 %  
Demand-Response -

UNACCOMMODATED TRIP REQUESTS:  
CANCELLED TRIPS:  
NO-SHOWS:

## SERVICE

TYPE: Door to Door X  
Curb to Curb  
Accessible Door

HOURS OF SERVICE: 0900 to 1700  
Weekdays to  
Saturday to  
Sunday to  
Holidays to

### CALL-INS:

Minimum 24 Hrs., No Max.  
Manually Computer

### METHODS:

Registration X  
Reservations X  
Scheduling X  
Dispatching X

### FARE STRUCTURE:

Cash Tickets &  
Punch Cards Monthly  
Passes

Adult \$1.50  
Child \$1.50  
Student \$1.50  
Senior \$1.50

Attendee  
Companion  
Other

### OTHER METHODS OF PAYING FARE:

TRIP TO CITY - \$4.00

COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours No Conv. Service  
Fare Structure No Conv. Service

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	1	5	8	2,008	0	0	
Modified Vans			2.5	2,008	0	0	
Small Buses							
Purpose-Built							
Other							
TOTAL VEHICLES: 1				TOTAL: 1 1			
OWNERSHIP: Municipality				OPERATORS UNION: N/A			
MAINTENANCE: LOCAL BUS COMPANY				CONVENTIONAL UNION: N/A			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES: (Conventional)			
6-9	9-11	11-2	1	Revenue	0	0	
6-9	9-11	11-2	1	Total	2,008	2,008	
Peak Day				IS NON-DEDICATED			
Saturday				SERVICE AVAILABLE?	No		
Sunday				NUMBER OF OPERATORS:	-		
Holidays				PAYMENT METHOD:			
				Flat Rate/Trip	X		
				Per Hour			
				Per Kilometre			
				Meter Rate			
				PAYMENT VERIFICATION:			

<b>BARRIE</b> <b>B.A.C.T.S.</b>		<b>MUNICIPAL CONTACT:</b> GEORGE KAVECKAS (705) 739-4208		<b>SERVICE STARTED IN:</b> FEBRUARY 1980 <b>POPULATION SERVED:</b> 54,000 <b>SERVICE AREA (ha):</b> 7,200	
<b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>OPERATIONS CONTACT:</b> CHRIS PARKER (705) 737-2304		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 9	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>	
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b> Oper. Cost Revenue \$292,455 \$20,715 Dedicated Non-Dedicated TOTAL: \$292,455 \$20,715 NET OPERATING COST: Provincial Share \$271,740 Municipal Share \$142,692 Donations \$129,048 \$11,500		<b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> 0730 to 2330 Weekdays 0900 to 2330 Saturday to Sunday to Holidays to <b>CALL-INS:</b> No Minimum, Max. 14 Days Manually Computer	
<b>ELIGIBILITY COMMITTEE?</b> MEMBERS? Yes 6 No No N/A		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair Dedicated Non Ded. 928 52% 45% 1% - % - % - % ATTENDANTS/COMPANIONS 2,514 OTHER (not eligible) 19,994 TOTAL: 22,508 928		<b>METHODS:</b> Registrations X Reservations X Scheduling X Dispatching X <b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Monthly Passes Adult \$1.00 \$1.00 Child \$1.00 \$1.00 Student \$1.00 \$1.00 Senior \$1.00 \$1.00 Attendant \$1.00 \$1.00 Companion \$1.00 \$1.00 Other \$1.00 \$1.00 <b>OTHER METHODS OF PAYING FARE:</b>	
<b>REGISTRATION REQUIRED?</b> REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? No N/A		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Different, 0.95			

<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years		<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes No	
<b>CANCELLED TRIPS:</b> NO-SHOWS: 2,100		<b>UNACCOMMODATED TRIP REQUESTS:</b> Demand-Response 307 Demand-Response 1 % Pre-booked - % Reservation - % Subscription - %	





BELLEVILLE MOBILITY BUS		MUNICIPAL CONTACT: LINDA D. SASENIUK (613) 967-3212		SERVICE STARTED IN: FEBRUARY 1983 POPULATION SERVED: 35,479 SERVICE AREA (ha): 3,100	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: AL PARKHURST (613) 968-5888		ADVISORY COMMITTEE? NUMBER OF MEMBERS:	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue Dedicated \$58,499 \$6,341 Non-Dedicated  TOTAL: \$58,499 \$6,341		TYPE: Door to Door X Curb to Curb X Accessible Door HOURS OF SERVICE: 08:00 to 23:45 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer	
ELIGIBILITY COMMITTEE? MEMBERS? No Determined By Med./Health Prof. 0		NET OPERATING COST: Provincial Share \$52,158 Municipal Share \$32,982 Donations \$19,110 \$0		METHODS: Registration X Reservations X Scheduling X Dispatching X	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair Dedicated Non Ded. - Ambulatory Attendants/Companions 5,568 Other (not eligible)		FARE STRUCTURE: Cash Tickets & Monthly Punch Cards Passes Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attend \$1.00 Companion Other	
TOTAL: 308		TOTAL: 5,568		OTHER METHODS OF PAYING FARE:	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same	

V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	ANNUAL KILOMETRES:				
					Revenue	25,552			
					Total	25,552			
					ANNUAL HOURS:				
					Revenue	3,172			
2	4	2	5.0		Total	3,172			
TOTAL VEHICLES: 2					IS NON-DEDICATED SERVICE AVAILABLE? No NUMBER OF OPERATORS: -				
OWNERSHIP: Municipality MAINTENANCE: Operator					PAYMENT METHOD: Flat Rate/Trip Per Hour Per Kilometre Meter Rate PAYMENT VERIFICATION:				
FLEET DISTRIBUTION:									
	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	
Peak Day	2	1	1	1	2	1	1		
Saturday	1	1	1	1	1				
Sunday									
Holidays									
TOTAL: 1 5					OPERATORS UNION: N/A CONVENTIONAL UNION: CBRT&GW Local 126 MAXIMUM WAGE RATES: Operators \$9.25 (Conventional) Maintenance N/A \$15.15 15.99				
PERFORMANCE INDICATORS					SERVICE UTILIZATION				
FINANCIAL					Trips/Hour 1.76				
R/C = Operating Revenue					Kilometres/Hour 8.0				
Operating Cost					Average Kilometres/Trip 4.59				
Net Operating Cost/Capita					Trips/Registrant 18.08				
Municipal Net Cost/Capita					Unaccommodated Trip Requests - %				
Share of Net Cost					Cancellations - %				
- Provincial					No-Shows - %				
- Municipal					VEHICLE UTILIZATION (Dedicated Service Only)				
(Incl. Donations)					Revenue Hours/Vehicle 1,586				
EFFICIENCY (Dedicated Service Only)					Kilometres/Vehicle 12,776				
Cost/Hour \$18.44									
Cost/Kilometre \$2.28									
Maintenance Cost/Kilometre \$0.050									

BRANTFORD OPERATION LIFT		MUNICIPAL CONTACT: W.A. COULSON (519) 759-4150		SERVICE STARTED IN: DECEMBER 1975	
SERVICE OPERATED BY: Non-Profit Organization		OPERATIONS CONTACT: KEVIN WILLIAMS (519) 756-2170		POPULATION SERVED: 78,000 SERVICE AREA (ha): 7,100	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use with Dignity X Other		OPERATING COSTS AND REVENUES:		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 15	
REGISTRANTS		FINANCIAL		SERVICE	
ELIGIBILITY COMMITTEE? Yes MEMBERS? 4 Determined By Med./Health Prof.		Oper. Cost Revenue \$273,139 \$23,515 Dedicated \$34,591 Non-Dedicated TOTAL: \$273,139 \$58,106		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0800 to 2130 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 30 Days Manually Computer	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A		NET OPERATING COST: Provincial Share \$215,033 Municipal Share \$179,253 Donations \$30,870 \$147,592		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE:	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible)		Tickets & Monthly Passes Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other PUNCH CARDS 20/\$20.00 20/\$20.00	
TOTAL: 835		TOTAL: 26,118		0	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response		- % - % - % - %	
COMPANIONS ALLOWED IF SPACE? Yes		UNACCOMMODATED TRIP REQUESTS: 1,444		Longer	
VISITORS ELIGIBLE? No		CANCELLED TRIPS: 338		Same	
		NO-SHOWS:		FARE STRUCTURE	
				OTHER METHODS OF PAYING FARE: BOARD OF EDUCATION CONTRACTS COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure	





BROCKVILLE BROCKVILLE PARA-TRANSIT		MUNICIPAL CONTACT: DEAN HUMBLE OPERATIONS CONTACT: (613) 345-7272		SERVICE STARTED IN: AUGUST 1988 POPULATION SERVED: 20,760 SERVICE AREA (ha): 2,067	
SERVICE OPERATED BY: Public Utility				ADVISORY COMMITTEE? NUMBER OF MEMBERS: Yes 8	

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Dedicated Oper. Cost Revenue Non-Dedicated \$94,227 \$8,168 <hr/> TOTAL: \$94,227 \$8,168  NET OPERATING COST: Provincial Share \$86,059 Municipal Share \$51,639 Donations \$38,088 \$4,500		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0700 to 2200 Weekdays 0700 to 1900 Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., No Max. <u>Manually</u> <u>Computer</u>	
ELIGIBILITY COMMITTEE? MEMBERS? Yes 4  REGISTRATION REQUIRED? REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A				METHODS: Registrations X Reservations X Scheduling X Dispatching X FARE STRUCTURE: <u>Cash</u> Tickets & Monthly Passes Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other	
NUMBER OF REGISTRANTS: Eligible - Wheelchair 116 65% - Ambulatory 58 32% - Temporary 4 2% Attendants/Companions - % Other (not eligible) - %		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 2,814 - Ambulatory 4,268 Attendants/Companions 1,086 Other (not eligible)		DEDICATED Non Ded. 8,168 0	
TOTAL: 178		TOTAL: 8,168		0	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription 15 0 % Pre-booked 30 0 % Reservation 6,500 79 % Demand-Response 537 6 %		UNACCOMMODATED TRIP REQUESTS: 772 CANCELLED TRIPS: NO-SHOWS:	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No				OTHER METHODS OF PAYING FARE:  COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Same Fare Structure Same	

V E H I C L E S										E M P L O Y E E S									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										Shared									
Purpose-Built										Volunteer									
Other																			
TOTAL VEHICLES: 1										TOTAL: 2 1									
FLEET DISTRIBUTION:										OPERATORS UNION: N/A CUPE Local 115									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +										CONVENTIONAL UNION: CUPE Local 115									
Peak Day 1 1 1 1 1 1 1 1										MAXIMUM WAGE RATES:									
Saturday 1 1 1 1 1 1 1 1										Operators \$8.75 (Conventional)									
Sunday 1 1 1 1 1 1 1 1										Maintenance \$11.13									
Holidays										Maintenance 15.00 16.45									
OWNERSHIP: Contractor																			
MAINTENANCE: Operator																			
PAYMENT METHOD:																			
Flat Rate/Trip																			
Per Hour																			
Per Kilometre																			
Meter Rate																			
PAYMENT VERIFICATION:																			
</																			

BURK'S FALLS PARA-BUS		MUNICIPAL CONTACT: JARVIS W. OSBORNE (705) 382-3138		SERVICE STARTED IN: NOVEMBER 1989 POPULATION SERVED: 9,063 SERVICE AREA (ha): 316	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT:		ADVISORY COMMITTEE? NUMBER OF MEMBERS:	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue \$2,677 \$2,269  Dedicated Non-Dedicated TOTAL: \$2,677 \$2,269  NET OPERATING COST: Provincial Share \$408 Municipal Share \$0 Donations \$100		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0830 to 1600 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., No Max. Manually Computer	
ELIGIBILITY COMMITTEE? MEMBERS? No Determined By Med./Health Prof. 0		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - % Eligible - Ambulatory - % Attendants/Companions - % Other (not eligible) - % TOTAL: 0		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Tickets & Monthly Adult \$1.50 Passes Child \$1.50 Student \$1.50 Senior \$1.50 Attendant \$1.50 Companion \$1.50 Other \$1.50	
WAITING ON LIST? NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL: 0		Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		OTHER METHODS OF PAYING FARE: \$1.00 ON WEDNESDAYS COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service	





BURLINGTON HANDI-VAN		MUNICIPAL CONTACT: MR. DON HAMMOND (416) 335-7797		SERVICE STARTED IN: 1973 POPULATION SERVED: 125,260 SERVICE AREA (ha): 18,900	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT: MR. DON HAMMOND (416) 335-7797		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 5	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue \$348,141 \$34,306 Dedicated Non-Dedicated \$3,914  TOTAL: \$352,055 \$34,306  NET OPERATING COST: Provincial Share \$317,749 Municipal Share \$180,966 Donations \$136,743 \$0		TYPE: Door to Door Curb to Curb Accessible Door X HOURS OF SERVICE: Weekdays 07:00 to 23:00 Saturday 07:00 to 23:00 Sunday 09:00 to 17:00 Holidays to	
ELIGIBILITY COMMITTEE? Yes MEMBERS? 5 ADVISORY CMTE IS ALSO ELIGIBILITY		ANNUAL ONE-WAY TRIPS:  Eligible - Wheelchair 15,637 Non Ded. 270 - Ambulatory 7,736 270 Attendants/Companions 551 Other (not eligible)  TOTAL: 23,924 540		CALL-INS: Minimum 24 Hrs., No Max. Manually Computer	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$1.20 Child \$1.20 Student \$1.20 Senior \$1.20 Attendant \$1.20 Companion \$1.20 Other \$1.20 OTHER METHODS OF PAYING FARE: CHARTER RATE IS \$25 PER HOUR COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure	
NUMBER OF REGISTRANTS: Eligible - Wheelchair 360 62% - Ambulatory 200 34% - Temporary 20 - % Attendants/Companions - % Other (not eligible)		TOTAL: 580		Tickets & Monthly Punch Cards Passes	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? Yes			

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	7	7	4.0	Operators	5	4	
Modified Vans				Office	1	2	
Small Buses				Maintenance		2	
Purpose-Built				Administration		3	
Other							
TOTAL VEHICLES: 7				TOTAL: 6 11			
FLEET DISTRIBUTION:				OPERATORS UNION: CUPE Local 2723			
6-9	9-11	11-2	12 +	CONVENTIONAL UNION: CUPE Local 2723			
3	5	5	1	MAXIMUM WAGE RATES:			
Peak Day	2	2	1	Operators	\$15.34	(Conventional)	
Saturday	2	2	1	Maintenance	18.04	\$15.34	
Sunday	1	1	1			18.04	
Holidays							
OWNERSHIP: Municipality							
MAINTENANCE: Municipality							
ANNUAL KILOMETRES:							
Revenue 208,449							
Total 215,449							
ANNUAL HOURS:							
Revenue 11,120							
Total 11,120							
IS NON-DEDICATED							
SERVICE AVAILABLE? Yes							
NUMBER OF OPERATORS: 1							
PAYMENT METHOD:							
Flat Rate/Trip							
Per Hour							
Meter Rate							
PAYMENT VERIFICATION:							
REASONABLE COST BASED							
X							

CAMBRIDGE DISABLED SERVICE	MUNICIPAL CONTACT: RICH SCHRAM (519) 623-1340	SERVICE STARTED IN: MARCH 1976 POPULATION SERVED: 88,600 SERVICE AREA (ha): 11,391
SERVICE OPERATED BY: Municipality	OPERATIONS CONTACT: DEBORAH FIGUEROA (519) 623-7721	ADVISORY COMMITTEE? NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other	OPERATING COSTS AND REVENUES:  Oper. Cost Dedicated \$105,531 Non-Dedicated \$67,514  TOTAL: \$173,045 Revenue Dedicated \$25,779 Non-Dedicated \$25,779  NET OPERATING COST: Provincial Share \$147,266 Municipal Share \$116,970 Donations \$66,541 \$0	TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: Weekdays 0800 to 2300 Saturday 1200 to 1700 Sunday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 28 Days Manually Computer
ELIGIBILITY COMMITTEE? MEMBERS? No Eligibility Determined By Staff 0		METHODS: Registration X Reservations X Scheduling Dispatching X
REGISTRATION REQUIRED? REGISTRATION CARDS? Yes WAITING LIST? Yes WAITING ON LIST? No N/A		FARE STRUCTURE: Cash Adult \$1.50 Child \$1.10 Student \$1.10 Senior \$1.10 Attendant Companion Other
NUMBER OF REGISTRANTS: Eligible - Wheelchair 141 - Ambulatory 366 - Temporary - Attendants/Companions Other (not eligible)	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 2,778 - Ambulatory 3,598 Attendants/Companions 504 Other (not eligible)  TOTAL: 6,880	Dedicated Non Ded. 2,778 2,184 3,598 10,263 504 725
TOTAL: 507	TOTAL: 13,172	Tickets & Monthly Punch Cards Passes

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually	TRIP TYPES: Subscription 3,883 Pre-booked 2,160 Reservation 13,992 Demand-Response 17	56 % 31 % 203 % 0 %
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE? Yes	UNACCOMMODATED TRIP REQUESTS: 12 CANCELLED TRIPS: 2,347 NO-SHOWS: 8	OTHER METHODS OF PAYING FARE:  COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$1.15



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan				Full Time	Part Time	Shared	Volunteer
Modified Vans	2	5	5	2	1		
Small Buses							
Purpose-Built							
Other							
TOTAL VEHICLES: 2				TOTAL: 3 1			
FLEET DISTRIBUTION:				OPERATORS UNION: ATU Local 1608			
6-9	9-11	11-2	12 +	CONVENTIONAL UNION: ATU Local 1608			
1	2	2	2	MAXIMUM WAGE RATES:			
Peak Day	1	2	2	(Conventional)			
Saturday	2	1	1	Operators	\$13.85	\$13.85	
Sunday				Maintenance	16.56	16.56	
Holidays							
OWNERSHIP: Municipality							
MAINTENANCE: Transit Authority							
ANNUAL KILOMETRES:							
Revenue				Trips/Hour		1.86	
Total				Kilometres/Hour		19.6	
ANNUAL HOURS:				Average Kilometres/Trip		10.5	
Revenue				Trips/Registrant		37.13	
Total				Unaccommodated Trip Requests		0.06 %	
IS NON-DEDICATED				Cancellations		12.47 %	
SERVICE AVAILABLE? Yes				No- Shows		0.04 %	
NUMBER OF OPERATORS: 2				VEHICLE UTILIZATION			
PAYMENT METHOD:				(Dedicated Service Only)			
Flat Rate/Trip				Revenue Hours/Vehicle		1,716	
Per Hour				Kilometres/Vehicle		33,628	
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION: X							
COMPARE RECEIPTS							
PERFORMANCE INDICATORS							
FINANCIAL				SERVICE UTILIZATION			
R/C = Operating Revenue				Trips/Hour		1.86	
Operating Cost				Kilometres/Hour		19.6	
Net Operating Cost/Capita				Average Kilometres/Trip		10.5	
Municipal Net Cost/Capita				Trips/Registrant		37.13	
Share of Net Cost				Unaccommodated Trip Requests		0.06 %	
- Provincial				Cancellations		12.47 %	
- Municipal				No- Shows		0.04 %	
(incl. Donations)				VEHICLE UTILIZATION			
				(Dedicated Service Only)			
EFFICIENCY (Dedicated Service Only)				Revenue Hours/Vehicle		1,716	
Cost/Hour				Kilometres/Vehicle		33,628	
Cost/Kilometre							
Maintenance Cost/Kilometre							

CHATHAM HANDI-BUS	MUNICIPAL CONTACT: BLAIR ANDERSON (519) 436-3278	SERVICE STARTED IN: APRIL 1973
	OPERATIONS CONTACT: REG DENJURE (519) 352-1920	POPULATION SERVED: 42,000
SERVICE OPERATED BY: Public Utility		SERVICE AREA (ha): 2,812
		ADVISORY COMMITTEE? NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE									
LOCAL ELIGIBILITY CRITERION: X Unable to Board X Unable to Use X Unable to Use With Dignity X Other	OPERATING COSTS AND REVENUES:  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$68,230</td> <td>\$8,400</td> </tr> <tr> <td>TOTAL:</td> <td>\$68,230</td> <td>\$8,400</td> </tr> </table> NET OPERATING COST: Provincial Share \$59,830 Municipal Share \$36,800 Donations \$25,030 \$7,300	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$68,230	\$8,400	TOTAL:	\$68,230	\$8,400	TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: Weekdays 0800 to 1800 Saturday 0800 to 1800 Sunday 0900 to 1400 Holidays to CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer METHODS: Registrations X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Tickets & Punch Cards Adult \$1.40 Child \$1.40 Student \$1.40 Senior \$1.40 Attendant Companion \$1.40 Other OTHER METHODS OF PAYING FARE: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$0.90
Dedicated	Oper. Cost	Revenue									
Non-Dedicated	\$68,230	\$8,400									
TOTAL:	\$68,230	\$8,400									

ANNUAL ONE-WAY TRIPS:	Dedicated	Non Ded.
Eligible - Wheelchair	3,060	
- Ambulatory	2,900	
Attendants/Companions	750	
Other (not eligible)		
TOTAL:	6,710	0

TRIP TYPES:		
Subscription	3,355	50 %
Pre-booked	1,007	15 %
Reservation	2,013	30 %
Demand-Response	336	5 %
UNACCOMMODATED TRIP REQUESTS:		8
CANCELLED TRIPS:		492
NO-SHOWS:		7

HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually	483
COMPANIONS ALLOWED IF SPACE? YES	
VISITORS ELIGIBLE? NO	



<b>COBOURG</b> <b>HANDI TRANS (WHEELS)</b>		<b>MUNICIPAL CONTACT:</b> DONNA PEARSE (416) 372-4555		<b>SERVICE STARTED IN:</b> JUNE 1984 <b>POPULATION SERVED:</b> 13,256 <b>SERVICE AREA (ha):</b> 1,582	
<b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>OPERATIONS CONTACT:</b> GARTH HAGGERTY (416) 372-3300		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 11	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>											
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b>  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$45,798</td> <td>\$4,808</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$45,798</b></td> <td><b>\$16,207</b></td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$45,798	\$4,808	<b>TOTAL:</b>	<b>\$45,798</b>	<b>\$16,207</b>	<b>TYPE:</b> Door to Door X Curb to Curb Accessible Door <b>HOURS OF SERVICE:</b> 0800 to 1700 Weekdays Saturday to Sunday to Holidays to		<b>CALL-INS:</b> Minimum 24 Hrs., No Max. <u>Manually</u> <u>Computer</u>
Dedicated	Oper. Cost	Revenue													
Non-Dedicated	\$45,798	\$4,808													
<b>TOTAL:</b>	<b>\$45,798</b>	<b>\$16,207</b>													
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Determined By Med./Health Prof.		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X													
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>FARE STRUCTURE:</b> <u>Cash</u> <u>Tickets &amp; Punch Cards</u> <u>Monthly Passes</u> Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion Other													
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 139 - Ambulatory 115 - Temporary Attendants/Companions Other (not eligible)		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 2,933 - Ambulatory 2,027 Attendants/Companions 1,195 Other (not eligible)		<b>OTHER METHODS OF PAYING FARE:</b> SCHOOL BOARD CONTRACTS \$4.50/TRIP COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$0.70											
<b>TOTAL:</b> 254		<b>TOTAL:</b> 6,155		<b>TOTAL:</b> 0											
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years		<b>TRIP TYPES:</b> Subscription 2,937 Pre-booked 96 Reservation 3,000 Demand-Response 122		<b>UNACCOMMODATED TRIP REQUESTS:</b> 46 <b>CANCELLED TRIPS:</b> 342 <b>NO-SHOWS:</b> 15											
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> No No															





COLLINGWOOD A.C.T.S.		MUNICIPAL CONTACT: K. ASTILL (705) 445-1292		SERVICE STARTED IN: JUNE 1989 POPULATION SERVED: 12,500 SERVICE AREA (ha): 1,979	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: H. HANSON (705) 445-5812		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue \$67,574 \$3,493  Dedicated Non-Dedicated TOTAL: \$67,574 \$3,493  NET OPERATING COST: Provincial Share \$64,081 Municipal Share \$32,041 Donations \$32,040 \$0		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0800 to 1700 Weekdays 0800 to 1700 Saturday to Sunday to Holidays to CALL-INS: No Minimum, No Max. Manually Computer	
ELIGIBILITY COMMITTEE? Yes MEMBERS? 5 Eligibility Determined By Staff		ANNUAL ONE-WAY TRIPS:  Eligible - Wheelchair 2,095 - Ambulatory 1,223 Attendants/Companions 175 Other (not eligible) TOTAL: 3,493		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendee \$1.00 Companion \$1.00 Other \$1.00 OTHER METHODS OF PAYING FARE: Tickets & Punch Cards Monthly Passes	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A		55 41% 77 57% 1 0% - % - %		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL: 133		Dedicated Non Ded. 2,095 1,223 175 0		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription 520 Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 2,973 CANCELLED TRIPS: 190 NO-SHOWS:		OTHER METHODS OF PAYING FARE: Tickets & Punch Cards Monthly Passes	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No		133		10	

VEHICLES					EMPLOYEES				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
Number	Wheelchair	Typical	Ambulatory	Avg. Age	ANNUAL KILOMETRES:		Full Time	Part Time	Shared Volunteer
1	4	6	2.0		Revenue 11,600		1	1	
					Total 14,200				
					ANNUAL HOURS:				
					Revenue 2,595				
					Total 2,736				
TOTAL VEHICLES: 1					TOTAL: 1 4				
OWNERSHIP: Municipality					OPERATORS UNION: N/A				
MAINTENANCE: Operator					CONVENTIONAL UNION: N/A				
FLEET DISTRIBUTION:					MAXIMUM WAGE RATES:				
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +		(Conventional)
Peak Day	1	1	1	1	1	1	1	Operators \$10.05	\$10.05
Saturday	1	1	1	1	1	1	1	Maintenance 10.00	10.00
Sunday									
Holidays									
PAYMENT METHOD:					OPERATORS UNION: N/A				
Flat Rate/Trip					CONVENTIONAL UNION: N/A				
Per Hour					MAXIMUM WAGE RATES:				
Per Kilometre					Operators \$10.05				
Meter Rate					Maintenance 10.00				
PAYMENT VERIFICATION:									
NUMBER OF OPERATORS: -									
SERVICE UTILIZATION					VEHICLE UTILIZATION (Dedicated Service Only)				
Trips/Hour 1.28					Revenue Hours/Vehicle 2,595				
Kilometres/Hour 4.4					Kilometres/Vehicle 11,600				
Average Kilometres/Trip 3.50									
Trips/Registrant 24.95									
Unaccommodated Trip Requests 5.73									
Cancellations -									
No-Shows -									

CORNWALL HANDI-TRANSIT		MUNICIPAL CONTACT: SHERMAN GOODWIN (613) 933-8177		SERVICE STARTED IN: AUGUST 1981 POPULATION SERVED: 45,529 SERVICE AREA (ha): 6,345	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT: SHERMAN GOODWIN (613) 933-8177		ADVISORY COMMITTEE? NUMBER OF MEMBERS:	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X Curb to Curb Accessible Door	
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE: 0615 to 2330	
Unable to Use	X	\$236,337	\$21,276	Weekdays 0615 to 2330	
Unable to Use With Dignity	X			Saturday to	
Other				Sunday to	
ELIGIBILITY COMMITTEE?		TOTAL: \$236,337		Holidays	
MEMBERS?	No			CALL-INS: Minimum 24 Hrs., Max. 14 Days	
Determined By Med./Health Prof.		NET OPERATING COST:		Manually Computer	
REGISTRATION REQUIRED?	Yes	\$215,061		METHODS:	
REGISTRATION CARDS?	Yes	\$101,079		Registration X	
WAITING LIST?	No	\$113,982		Reservations X	
WAITING ON LIST?	N/A	Donations		Scheduling X	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching X	
Eligible - Wheelchair	331	Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
- Ambulatory	863	- Ambulatory	8,015	Cash	
- Temporary		Attendants/Companions	7,240	Adult \$1.25	
Attendants/Companions		Other (not eligible)	1,492	Child \$1.25	
Other (not eligible)				Student \$1.25	
TOTAL:	1,194	TOTAL:	16,747	Senior \$1.25	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		TRIP TYPES:		Attendee \$1.25	
Every 2 or 3 Years		Subscription	7,117	Companion \$1.25	
COMPANIONS ALLOWED IF SPACE?		Pre-booked	3,517	Other	
Yes		Reservation	6,113	OTHER METHODS OF PAYING FARE:	
VISITORS ELIGIBLE?		Demand-Response		COMPARISON WITH CONVENTIONAL TRANSIT: Same	
		UNACCOMMODATED TRIP REQUESTS:	188	Conventional Hours	
		CANCELLED TRIPS:	4,021	Fare Structure	
		NO--SHOWS:	208	Different, \$0.95	



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Typical	Avg.	Age	Full Time	Part Time	Shared	Volunteer
Modified Vans	Wheelchair	Ambulatory		4			
Small Buses	2	5	4				
Purpose-Built	2	6	7				
Other							
TOTAL VEHICLES: 4				TOTAL: 4 11			
OWNERSHIP: Municipality				OPERATORS UNION: ATU Local 946			
MAINTENANCE: Municipality				CONVENTIONAL UNION: ATU Local 946			
PAYMENT METHOD:				MAXIMUM WAGE RATES:			
Flat Rate/Trip				Operators \$13.51 (Conventional)			
Per Hour				Maintenance 15.20 N/A			
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							
IS NON-DEDICATED SERVICE AVAILABLE? No							
NUMBER OF OPERATORS: -							

DRYDEN HANDI-TRANSIT		MUNICIPAL CONTACT: BRUCE NOFFSTROM (807) 223-1127		SERVICE STARTED IN: NOVEMBER 1975 POPULATION SERVED: 6,219 SERVICE AREA (ha): 1,686	
SERVICE OPERATED BY: Non-Profit Organization		OPERATIONS CONTACT: JUDI STRATTON (807) 223-3568		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 6	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Dedicated Oper. Cost Revenue \$45,527 \$2,592 Non-Dedicated \$3,960  TOTAL: \$45,527 \$6,552		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0800 to 1630 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 4 Hrs., Max. 1 Days Manually Computer	
ELIGIBILITY COMMITTEE? MEMBERS? No Eligibility Determined By Staff 0		NET OPERATING COST: Provincial Share \$38,975 Municipal Share \$19,488 Donations \$19,487 \$0		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Tickets & Punch Cards Adult \$1.00 Child \$1.00 Student \$2.00 Senior \$1.00 Attendant Companion \$1.00 Other	
REGISTRATION REQUIRED? REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 668 - Ambulatory 342 Attendants/Companions Other (not eligible)		MONTHLY PASSES Adult \$1.00 Child \$1.00 Student \$2.00 Senior \$1.00 Attendant Companion \$1.00 Other	
NUMBER OF REGISTRANTS: Eligible - Wheelchair 1,334 67% - Ambulatory 500 25% - Temporary 135 6% Attendants/Companions - % Other (not eligible) - %		DEDICATED NON DED. 668 342		OTHER METHODS OF PAYING FARE: STUDENT FARES PAID BY BD. OF EDUC COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same	
TOTAL: 1,969		TOTAL: 1,010 0		TOTAL: 1,010 0	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Not Withing Last 5 Year		TRIP TYPES: Subscription 590 58 % Pre-booked 245 24 % Reservation 130 12 % Demand-Response 45 4 %		UNACCOMMODATED TRIP REQUESTS: 10 CANCELLED TRIPS: 5 NO-SHOWS:	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No		TOTAL: 1,969		TOTAL: 1,010 0	

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Typical	Typical	Avg.	ANNUAL KILOMETRES:	8,921	Full Part	
Modified Vans	Wheelchair	Ambulatory	Age	Revenue	9,021	Time	
Small Buses				Total			
Purpose-Built	1	5	8	ANNUAL HOURS:	1,848		
Other			2.0	Revenue	1,848		
				Total			
TOTAL VEHICLES: 1				IS NON-DEDICATED SERVICE AVAILABLE? No			
OWNERSHIP: Municipality				NUMBER OF OPERATORS: -			
MAINTENANCE: Operator				PAYMENT METHOD:			
FLEET DISTRIBUTION:				Flat Rate/Trip			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
1	1	1	1	1	1	1	1
Peak Day							
Saturday							
Sunday							
Holidays							
TOTAL: 1				OPERATORS UNION: N/A			
				CONVENTIONAL UNION: IBEW Local 1730			
				MAXIMUM WAGE RATES:			
				(Conventional)			
				Operators \$15.00			
				Maintenance N/A			
				N/A			

ELLIOT LAKE HANDLIFT		MUNICIPAL CONTACT: MIKE PERKINS (705) 461-7203		SERVICE STARTED IN: FEBRUARY 1978	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT: MIKE PERKINS (705) 461-7203		POPULATION SERVED: 13,500	
				SERVICE AREA (ha): 2,500	
				ADVISORY COMMITTEE? NUMBER OF MEMBERS:	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X	
Unable to Board		Oper. Cost		Curb to Curb	
Unable to Use		\$50,982		Accessible Door	
Unable to Use With Dignity		Dedicated		Weekdays	
Other		Non-Dedicated		0700 to 1900	
		TOTAL: \$50,982		Saturday	
				0700 to 1900	
				Sunday	
				Holidays	
ELIGIBILITY COMMITTEE?		NET OPERATING COST:		CALL-INS: Minimum 24 Hrs., No Max.	
MEMBERS?		Provincial Share		Manually	
Eligibility Determined By Staff		Municipal Share		Computer	
REGISTRATION REQUIRED?		Donations		METHODS:	
REGISTRATION CARDS?				Registration X	
WAITING LIST?				Reservations X	
WAITING ON LIST?				Scheduling X	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching X	
Eligible - Wheelchair		Eligible - Wheelchair		FARE STRUCTURE:	
- Ambulatory		Ambulatory		Cash	
- Temporary		Attendants/Companions		Tickets &	
Attendants/Companions		Other (not eligible)		Punch Cards	
Other (not eligible)		TOTAL: 3,788		Adult \$1.10	
TOTAL: 90				Child \$1.10	
HOW OFTEN IS LIST OF		TRIP TYPES:		Student \$1.10	
REGISTRANTS SCREENED:		Subscription		Senior \$1.10	
Every 2 or 3 Years		Pre-booked		Attendee \$1.10	
		Reservation		Companion \$1.10	
COMPANIONS ALLOWED IF SPACE?		Demand-Response		Other \$1.10	
VISITORS ELIGIBLE?		UNACCOMMODATED TRIP REQUESTS:		OTHER METHODS OF PAYING FARE:	
		CANCELLED TRIPS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
		NO-SHOWS:		Conventional Hours	
				Fare Structure	
				Same	
				Same	



VEHICLES					EMPLOYEES				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
S-Wagon/Sedan					16,972	Full Time	Part	Volunteer	
Modified Vans					17,865	Time	Time	Shared	
Small Buses									
Purpose-Built									
Other									
TOTAL VEHICLES: 1					TOTAL: 5				
FLEET DISTRIBUTION:					OPERATORS UNION: N/A				
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	CONVENTIONAL UNION: N/A	
1	1	1	1	1	1	1	1	(Conventional)	
Peak Day								N/A	
Saturday								N/A	
Sunday								N/A	
Holidays								N/A	
OWNERSHIP: Municipality					MAXIMUM WAGE RATES:				
MAINTENANCE: Municipality					Operators \$8.00				
					Maintenance 16.58				
					N/A				
					N/A				
					N/A				
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					N/A				

ESPANOLA JUBILEE BUS  SERVICE OPERATED BY: Municipality		MUNICIPAL CONTACT: MERWYN SHEPPARD (705) 869-1540  OPERATIONS CONTACT: MERWYN SHEPPARD (705) 869-1540		SERVICE STARTED IN: SEPTEMBER 1986 POPULATION SERVED: 5,276 SERVICE AREA (ha): 1,782  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 5	
<b>R E G I S T R A N T S</b>  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other  ELIGIBILITY COMMITTEE? No MEMBERS? 0 Determined By Med./Health Prof.  REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A  NUMBER OF REGISTRANTS: Eligible - Wheelchair 6 - Ambulatory 52 - Temporary 4 Attendants/Companions 22 Other (not eligible) - %		<b>F I N A N C I A L</b>  OPERATING COSTS AND REVENUES:  Dedicated Oper. Cost Revenue Non-Dedicated \$17,289 \$3,540  TOTAL: \$17,289 \$3,540  NET OPERATING COST: Provincial Share \$13,749 Municipal Share \$9,704 Donations \$3,234 \$0		<b>S E R V I C E</b>  TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0930 to 1530 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 2 Days Manually Computer	
TOTAL: 84		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 416 - Ambulatory 938 Attendants/Companions 416 Other (not eligible) - %  TOTAL: 1,770 0		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant Companion \$1.00 Other \$1.00 OTHER METHODS OF PAYING FARE:  COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription 1,248 70 % Pre-booked - % Reservation 522 29 % Demand-Response - % UNACCOMMODATED TRIP REQUESTS: 156 CANCELLED TRIPS: NO-SHOWS:		Tickets & Punch Cards Monthly Passes	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? Yes					



FORT FRANCES NO RETURN COMPLETED FOR 1990  SERVICE OPERATED BY:	MUNICIPAL CONTACT:  OPERATIONS CONTACT:	SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha):  ADVISORY COMMITTEE? NUMBER OF MEMBERS:	SERVICE  TYPE: Door to Door Curb to Curb Accessible Door HOURS OF SERVICE: to Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 0 Hrs., Max. 0 Days <u>Manually</u> <u>Computer</u> METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Tickets & Monthly Passes Cash Punch Cards Adult Child Student Senior Attendant Companion Other OTHER METHODS OF PAYING FARE: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure
REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Unable to Use with Dignity Other	FINANCIAL  OPERATING COSTS AND REVENUES:  Dedicated Oper. Cost Revenue Non-Dedicated TOTAL: \$0 \$0 NET OPERATING COST: Provincial Share \$0 Municipal Share \$0 Donations \$0	X  No 0  No No No N/A	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL: 0 0 TRIP TYPES: Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST? NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	- % - % - % - % - %	No No No No N/A	COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE? No No



V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	NUMBER OF EMPLOYEES:				
					Full Time				
					Part Time				
					Shared				
					Volunteer				
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					Operators N/A				
Saturday					Maintenance N/A				
Sunday					(Conventional)				
Holidays					N/A				
PERFORMANCE INDICATORS					SERVICE UTILIZATION				
FINANCIAL					Trips/Hour				
R/C = Operating Revenue					Kilometres/Hour				
Operating Cost					Average Kilometres/Trip				
Net Operating Cost/Capita					Trips/Registrant				
Municipal Net Cost/Capita					Unaccommodated Trip Requests				
Share of Net Cost					Cancellations				
- Provincial					No-Shows				
- Municipal					VEHICLE UTILIZATION				
(incl. Donations)					(Dedicated Service Only)				
EFFICIENCY (Dedicated Service Only)					Revenue Hours/Vehicle				
Cost/Hour					Kilometres/Vehicle				
Cost/Kilometre									
Maintenance Cost/Kilometre									

GEORGINA GEORGINA MOBILITY TRANSIT SYSTEM		MUNICIPAL CONTACT: STAN ARMSTRONG (416) 476-4301		SERVICE STARTED IN: OCTOBER 1990 POPULATION SERVED: 30,000 SERVICE AREA (ha): 71,296	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: MURRAY WALKER (416) 476-4396		ADVISORY COMMITTEE? NUMBER OF MEMBERS: Yes 7	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue \$17,780 \$522 Dedicated Non-Dedicated TOTAL: \$17,780 \$522 NET OPERATING COST: Provincial Share \$17,258 Municipal Share \$8,629 Donations \$0		TYPE: Door to Door X Curb to Curb X Accessible Door HOURS OF SERVICE: 0900 to 1700 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., No Max. Manually Computer	
ELIGIBILITY COMMITTEE? MEMBERS? Yes 3				METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Tickets & Monthly Passes Cash Punch Cards Adult \$1.50 Child \$1.50 Student Senior Attendant \$1.50 Companion Other	
REGISTRATION REQUIRED? REGISTRATION CARDS? Yes WAITING LIST? Yes WAITING ON LIST? Yes N/A		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 114 Dedicated Non Ded. 47 45% 56 54% - % - % - % - % Attendants/Companions 6 Other (not eligible)		OTHER METHODS OF PAYING FARE: \$3.00 FARE FOR WEEKLY TRIP TO NEW COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service	
TOTAL: 103		TOTAL: 261 0		TRIP TYPES: Subscription 31 - % Pre-booked 188 11 % Reservation 42 72 % Demand-Response 16 % UNACCOMMODATED TRIP REQUESTS: 6 CANCELLED TRIPS: 21 NO-SHOWS:	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No			

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Typical Wheelchair	Typical Ambulatory	Avg. Age	Revenue	Full Time	Part Time	Shared Volunteer
Modified Vans				Total			
Small Buses				Revenue			
Purpose-Built				Total			
Other							
TOTAL VEHICLES:	1	5	4	1.0	2,008		
FLEET DISTRIBUTION:				IS NON-DEDICATED SERVICE AVAILABLE? No			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day							
Saturday							
Sunday							
Holidays							
OWNERSHIP: Contractor				PAYMENT METHOD:			
MAINTENANCE: Operator				Flat Rate/Trip			
				Per Hour			
				Per Kilometre			
				Meter Rate			
				PAYMENT VERIFICATION:			

GORE BAY EASY RIDER		MUNICIPAL CONTACT: JOYCE FOSTER (705) 282-2420		SERVICE STARTED IN: JANUARY 1989 POPULATION SERVED: 1,000 SERVICE AREA (ha): 61,000	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT: JOYCE FOSTER (705) 282-2420		ADVISORY COMMITTEE? NUMBER OF MEMBERS:	
Yes 5					

REGISTRANTS		FINANCIAL		SERVICE										
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$2,002</td> <td>\$1,140</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$2,002</b></td> <td><b>\$1,140</b></td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$2,002	\$1,140	<b>TOTAL:</b>	<b>\$2,002</b>	<b>\$1,140</b>	TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0915 to 1615 Weekdays to Saturday to Sunday to Holidays to CALL-INS: No Minimum, No Max. Manually Computer	
Dedicated	Oper. Cost	Revenue												
Non-Dedicated	\$2,002	\$1,140												
<b>TOTAL:</b>	<b>\$2,002</b>	<b>\$1,140</b>												
ELIGIBILITY COMMITTEE? MEMBERS? 0 Eligibility Determined By Staff		NET OPERATING COST: Provincial Share \$862 Municipal Share \$646 Donations \$216 \$0		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$2.00 Child \$2.00 Student \$2.00 Senior \$2.00 Attendant \$2.00 Companion \$2.00 Other \$2.00										
REGISTRATION REQUIRED? REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? No NUMBER OF REGISTRANTS: N/A Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 211 - Ambulatory 89 Attendants/Companions Other (not eligible)		Tickets & Monthly Passes Punch Cards										
TOTAL: 0		TOTAL: 300		OTHER METHODS OF PAYING FARE:										
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Not Withing Last 5 Year		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service										
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? Yes		UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		- % - % - % - %										





GUELPH MOBILITY SERVICE INC.		MUNICIPAL CONTACT: ( ) -		SERVICE STARTED IN: AUGUST 1977	
GUELPH		OPERATIONS CONTACT: LAURIE LANTAIGNE		POPULATION SERVED: 85,000	
SERVICE OPERATED BY: Non-Profit Organization		(519) 836-1131		SERVICE AREA (ha): 6,871	
ADVISORY COMMITTEE? Yes				ADVISORY COMMITTEE? Yes	
NUMBER OF MEMBERS: 8				NUMBER OF MEMBERS: 8	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: X		OPERATING COSTS AND REVENUES:		TYPE: Door to Door	
Unable to Board		Opert. Cost		Curb to Curb	
Unable to Use		\$360,198		Accessible Door X	
Unable to Use With Dignity		\$9,483		HOURS OF SERVICE: 0800 to 2245	
Other		Dedicated		Weekdays 0930 to 1700	
		Non-Dedicated		Saturday	
		TOTAL: \$369,681		Sunday	
ELIGIBILITY COMMITTEE? No		Revenue		Holidays	
MEMBERS? 0		\$53,111		to	
Eligibility Determined By Staff		NET OPERATING COST:		CALL-INS: No Minimum, Max. 6 Days	
Yes		\$316,570		Manually	
Yes		\$218,286		Computer	
No		\$108,284		METHODS: Registrations X	
N/A		\$47,916		Reservations X	
REGISTRATION REQUIRED? Yes		ANNUAL ONE-WAY TRIPS:		Scheduling X	
REGISTRATION CARDS? Yes		Eligible - Wheelchair 13,877		Dispatching	
WAITING LIST? No		Eligible - Ambulatory 24,133		FARE STRUCTURE: Cash	
WAITING ON LIST? N/A		Attendants/Companions 1,644		Adult \$1.05	
NUMBER OF REGISTRANTS: 340		Other (not eligible)		Child \$1.05	
Eligible - Wheelchair 633		TOTAL: 39,654		Student \$1.05	
- Ambulatory		TRIP TYPES:		Senior \$1.05	
- Temporary		Subscription 20,000		Attendat \$1.05	
Attendants/Companions		Pre-booked 10,000		Companion \$1.05	
Other (not eligible)		Reservation 7,000		Other \$1.05	
TOTAL: 973		Demand-Response 1,010		OTHER METHODS OF PAYING FARE:	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		UNACCOMMODATED TRIP REQUESTS: 4,179		SPECIAL SUBSCRIPTION RATE FOR B.	
COMPANIONS ALLOWED IF SPACE? Yes		CANCELLED TRIPS: 396		COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE? No		NO-SHOWS:		Conventional Hours	
				Fare Structure	
				Longer Same	



HALTON HILLS ACTIVAN		MUNICIPAL CONTACT: TED DREWLO (416) 873-2600		SERVICE STARTED IN: MAY 1981 POPULATION SERVED: 34,189 SERVICE AREA (ha): 28,065	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: TED TYLER (519) 853-1550		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 7	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Dedicated Oper. Cost Revenue Non-Dedicated \$62,840 \$4,698 \$2,386  TOTAL: \$62,840 \$7,084  NET OPERATING COST: Provincial Share \$55,756 Municipal Share \$33,923 Donations \$20,793 \$500		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0800 to 1700 Weekdays to Saturday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer	
ELIGIBILITY COMMITTEE? MEMBERS? No Eligibility Determined By Staff 0		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 6% Eligible - Ambulatory 15 Attendants/Companions 115 Other (not eligible) 52% TOTAL: 220		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other Tickets & Punch Cards Monthly Passes	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 4 or 5 Years		TRIP TYPES: Subscription 1,200 Pre-booked 1,200 Reservation 2,879 Demand-Response 100 UNACCOMMODATED TRIP REQUESTS: 150 CANCELLED TRIPS: 100 NO-SHOWS: 50		OTHER METHODS OF PAYING FARE: SCHOOL BOARD TRIPS \$3.55/STUDENT COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service	





HALTON REGION PEGASUS		MUNICIPAL CONTACT: JOAN KACZMARSKI (416) 825-8888		SERVICE STARTED IN: JANUARY 1988 POPULATION SERVED: 284,984 SERVICE AREA (ha): 98,305	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: TED TYLER (416) 364-1034		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>	
LOCAL ELIGIBILITY CRITERION: X Unable to Board Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue \$80,909 \$8,396  Dedicated Non-Dedicated \$80,909 \$8,396  TOTAL: NET OPERATING COST: Provincial Share \$72,513 Municipal Share \$36,257 Donations \$20,000		TYPE: Door to Door Curb to Curb X Accessible Door X HOURS OF SERVICE: 0730 to 1730 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer	
ELIGIBILITY COMMITTEE? Yes MEMBERS? 3 Eligibility Determined By Staff		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 2,629 Attendants/Companions Other (not eligible)		METHODS: X Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$3.25 Child \$3.25 Student \$3.25 Senior \$3.25 Attendant \$3.25 Companion \$3.25 Other \$3.25 OTHER METHODS OF PAYING FARE:	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A		43% 53% 5% - % - %		Dedicated Non Ded. 2,629	
NUMBER OF REGISTRANTS: Eligible - Wheelchair 139 - Ambulatory 171 - Temporary 12 Attendants/Companions Other (not eligible)		332		Tickets & Monthly Punch Cards Passes	
TOTAL: 332		TOTAL: 2,629		0	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 243 201 CANCELLED TRIPS: 12 NO-SHOWS:		- % - % - % - %	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No		COMPANIONS WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service		243 201 12	

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	1	3	6	Operators	Full Time	Part Time	Volunteer
Modified Vans	1	4	6	Office	1	3	
Small Buses				Maintenance		2	
Purpose-Built				Administration		6	
Other							
TOTAL VEHICLES: 2				TOTAL: 1 13			
OWNERSHIP: Municipality				OPERATORS UNION: N/A			
MAINTENANCE: Municipality				CONVENTIONAL UNION: N/A			
ANNUAL KILOMETRES:				MAXIMUM WAGE RATES:			
Revenue	68,131			Operators	N/A	(Conventional)	
Total	68,131			Maintenance	N/A	N/A	
ANNUAL HOURS:							
Revenue	2,552						
Total	2,552						
IS NON-DEDICATED SERVICE AVAILABLE? No							
NUMBER OF OPERATORS: -							
PAYMENT METHOD:							
Flat Rate/Trip							
Per Hour							
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							

HAMILTON D.A.R.T.S.		MUNICIPAL CONTACT:		1976 420,000 202	
SERVICE OPERATED BY: Non-Profit Organization		OPERATIONS CONTACT: BRIAN PINTO (416) 529-1212		ADVISORY COMMITTEE? Yes	
NUMBER OF MEMBERS: 16				NUMBER OF MEMBERS: 16	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X Curb to Curb Accessible Door	
Unable to Board		Oper. Cost		HOURS OF SERVICE: 0630 to 2300	
Unable to Use		\$3,247,000		Weekdays 0800 to 0100	
Unable to Use With Dignity		\$1,744,000		Saturday 0800 to 2300	
Other				Sunday 0800 to 2300	
ELIGIBILITY COMMITTEE?		TOTAL: \$4,991,000		Holidays	
MEMBERS? 0		\$702,000		CALL-INS: No Minimum, No Max.	
Eligibility Determined By Staff		NET OPERATING COST:		Manually Computer	
REGISTRATION REQUIRED?		\$4,289,000		METHODS: Registration X	
REGISTRATION CARDS?		\$2,630,000		Reservations X	
WAITING LIST?		\$1,659,000		Scheduling X	
WAITING ON LIST?		Donations \$0		Dispatching	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE: Cash	
Eligible - Wheelchair		Eligible - Wheelchair		Adult \$1.20	
- Ambulatory		- Ambulatory		Child \$1.20	
- Temporary		Attendants/Companions		Student \$1.20	
Attendants/Companions		Other (not eligible)		Senior \$1.20	
Other (not eligible)		TOTAL: 173,000 222,000		Attendant \$1.20	
TOTAL: 9,000				Companion \$1.20	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		TRIP TYPES:		Other	
At Least Annually		Subscription		OTHER METHODS OF PAYING FARE:	
COMPANIONS ALLOWED IF SPACE?		Pre-booked		COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?		Reservation		Conventional Hours	
		Demand-Response		Fare Structure	
		UNACCOMMODATED TRIP REQUESTS:			
		CANCELLED TRIPS:			
		NO-SHOWS:			
		1,300			
		48,000			
		7,800			





HANOVER BRUCE GREY & HURON DISABILITY TRANSP.		MUNICIPAL CONTACT: DAVID JOHNSON		SERVICE STARTED IN: JANUARY 1990 POPULATION SERVED: 35,000 SERVICE AREA (ha): 15,540	
SERVICE OPERATED BY: Non-Profit Organization		OPERATIONS CONTACT: JOE PICKERING (519) 881-2230		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 19	
R E G I S T R A N T S		S E R V I C E			
LOCAL ELIGIBILITY CRITERION:		TYPE: Door to Door Unable to Board X Unable to Use Accessible Door X Unable to Use With Dignity X Other X			
ELIGIBILITY COMMITTEE? Yes		HOURS OF SERVICE: 0545 to 2200 Weekdays 0730 to 2000 Saturday 0730 to 2000 Sunday 0730 to 2000 Holidays			
MEMBERS? 6		CALL-INS: No Minimum, No Max. Eligibility Determined By Staff Manually Computer			
REGISTRATION REQUIRED? Yes		METHODS: Registration X Reservations X Scheduling X Dispatching X			
REGISTRATION CARDS? Yes		FARE STRUCTURE: Tickets & Monthly Passes Waiting List? N/A Cash			
NUMBER OF REGISTRANTS:		Adult \$2.25 Eligible - Wheelchair 1,105 65% Eligible - Ambulatory 340 20% Eligible - Temporary 170 10% Attendants/Companions 85 5% Other (not eligible) - %			
TOTAL: 1,700		TOTAL: 23,433 0			
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		TRIP TYPES: Subscription 11,482 49 % Pre-booked 2,343 10 % Reservation 3,984 17 % Demand-Response 5,624 24 %			
COMPANIONS ALLOWED IF SPACE? Yes		OTHER METHODS OF PAYING FARE: UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:			
VISITORS ELIGIBLE? No		BILLING SYSTEM COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service			



KAPUSKASING KAPUSKASING TRANSPORTATION FOR DISABLED		MUNICIPAL CONTACT: MR. M.K. RUKAVINA (705) 335-2341		SERVICE STARTED IN: POPULATION SERVED: 10,840 SERVICE AREA (ha): 8,637		DECEMBER	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT:		ADVISORY COMMITTEE? NUMBER OF MEMBERS: 8		Yes	
R E G I S T R A N T S		F I N A N C I A L		S E R V I C E			
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost Revenue Dedicated \$21,900 \$1,583 Non-Dedicated  TOTAL: \$21,900 \$1,583  NET OPERATING COST: Provincial Share \$20,317 Municipal Share \$10,176 Donations \$10,141 \$4,236		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 09:15 to 16:30 Weekdays to Saturday to Sunday to Holidays to CALL-INS: Minimum 15 Hrs., No Max. Manually Computer			
ELIGIBILITY COMMITTEE? MEMBERS? No ACTION CENTRE FOR DISABLED PERSONS 0		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 82 - Ambulatory 966 Attendants/Companions 8 Other (not eligible) TOTAL: 1,056		METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Tickets & Punch Cards Adult \$1.50 Child \$1.50 Student \$1.50 Senior \$1.50 Attendant NIL Companion NIL Other OTHER METHODS OF PAYING FARE:			
REGISTRATION REQUIRED? REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? No NUMBER OF REGISTRANTS: 10 3% Eligible - Wheelchair 260 84% - Ambulatory 26 8% Attendants/Companions 10 3% Other (not eligible) - %		UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: 15 NO-SHOWS:		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service			
TOTAL: 306		TRIP TYPES: Subscription Pre-booked Reservation Demand-Response TOTAL: 1,012 44		OTHER METHODS OF PAYING FARE:			
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No					



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	<u>Number</u>	<u>Typical Wheelchair</u>	<u>Typical Ambulatory</u>	<u>Avg. Age</u>	ANNUAL KILOMETRES:		
					Revenue	Total	
	2	2	16	5.0	ANNUAL HOURS:		
					Revenue	1,455	
TOTAL VEHICLES: 2					Total	1,455	
OWNERSHIP: Contractor					IS NON-DEDICATED		
MAINTENANCE: Operator					SERVICE AVAILABLE? Yes		
FLEET DISTRIBUTION:					NUMBER OF OPERATORS: 1		
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
1	1	1	1				
Peak Day	Saturday	Sunday	Holidays		PAYMENT METHOD:		
					Flat Rate/Trip		
					Per Hour		
					Per Kilometre		
					Meter Rate		
					PAYMENT VERIFICATION:		
PERFORMANCE INDICATORS							
FINANCIAL							
R/C =	Operating Revenue						
	Operating Cost						
Net Operating Cost/Capita							
Municipal Net Cost/Capita							
Share of Net Cost							
- Provincial							
- Municipal							
(incl. Donations)							
EFFICIENCY (Dedicated Service Only)							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							

<b>KENORA</b> <b>TRI-MUNICIPAL HANDI TRANSIT</b>  <b>SERVICE OPERATED BY:</b> Non-Profit Organization	<b>MUNICIPAL CONTACT:</b> J. A. DILK (807) 468-8906  <b>OPERATIONS CONTACT:</b> E. O. MARTIN (807) 468-8906	<b>SERVICE STARTED IN:</b> JUN., 1980 <b>POPULATION SERVED:</b> 14,998 <b>SERVICE AREA (ha):</b> 23,883	<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 10
<b>REGISTRANTS</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board Unable to Use Unable to Use With Dignity Other	X X	<b>ELIGIBILITY COMMITTEE?</b> Yes 10	<b>SERVICE</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> Weekdays 08:00 to 23:30 Saturday 08:00 to 23:30 Sunday 08:00 to 23:30 Holidays 08:00 to 23:30 <b>CALL-INS:</b> Minimum 24 Hrs., Max. 365 Days Manually Computer
<b>FINANCIAL</b>  <b>OPERATING COSTS AND REVENUES:</b>  Dedicated Non-Dedicated  <b>TOTAL:</b>  <b>NET OPERATING COST:</b> Provincial Share Municipal Share Donations	Oper. Cost Revenue \$50,763 \$5,605  \$50,763 \$5,605  \$45,158 \$31,188 \$13,970 \$2,165	<b>ANNUAL ONE-WAY TRIPS:</b>  Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible)  <b>TOTAL:</b>  <b>TRIP TYPES:</b> Subscription Pre-booked Reservation Demand-Response <b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS: NO-SHOWS:	Non Ded. 2,803 2,802  5,605 0  2,719 315 2,471 100  48 % 5 % 44 % 1 %  50 25
<b>REGISTRATION REQUIRED?</b> REGISTRATION CARDS? WAITING LIST? WAITING ON LIST? <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)  <b>TOTAL:</b>	Yes No No N/A  45 20 1  66	<b>MONTHLY PASSES</b>  <b>FARE STRUCTURE:</b> Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other \$1.00 <b>OTHER METHODS OF PAYING FARE:</b>	<b>MONTHLY PASSES</b>  <b>FARE STRUCTURE:</b> Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other \$1.00 <b>OTHER METHODS OF PAYING FARE:</b>
<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Fare Structure Different, \$0.80			

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	1	4	2	2,509	Full Time	Part Time	Shared Volunteer
Modified Vans				2,600	1	3	
Small Buses							
Purpose-Built							
Other							
TOTAL VEHICLES: 1				TOTAL: 1 3 1			
ANNUAL KILOMETRES:				OPERATORS UNION: N/A			
Revenue				CONVENTIONAL UNION: N/A			
Total				MAXIMUM WAGE RATES:			
ANNUAL HOURS:				Operators \$12.50 (Conventional)			
Revenue				Maintenance 15.63 17.25			
Total							
IS NON-DEDICATED SERVICE AVAILABLE? Yes							
NUMBER OF OPERATORS: -							
PAYMENT METHOD:							
Flat Rate/Trip							
Per Hour							
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION: X							
NOT AUDITED - INMATER							
OWNERSHIP: Municipality							
MAINTENANCE: Municipality							
FLEET DISTRIBUTION:							
6-9 9-11 11-2	6-9 9-11 11-2	2-4 4-6 6-9 9-12 12 +					
Peak Day 1	1	1	1				
Saturday 1	1	1	1				
Sunday 1	1	1	1				
Holidays 1	1	1	1				
PERFORMANCE INDICATORS							
FINANCIAL				SERVICE UTILIZATION			
R/C = Operating Revenue	11.0 %	Registrants/Capita	0.0040	Trips/Hour			
Operating Cost		Revenue Vehicle Hours/Capita	0.167	Kilometres/Hour			
Net Operating Cost/Capita	\$3.01	Trips/Capita	0.374	Average Kilometres/Trip			
Municipal Net Cost/Capita	\$1.07	Trips by Non-Dedicated Service	- %	Trips/Registrant			
Share of Net Cost		EFFECTIVENESS		Unaccommodated Trip Requests			
- Provincial	65 %	Cost/Trip - Dedicated	\$9.06	Cancellations			
- Municipal	34 %	Cost/Trip - Non-Dedicated	-	No-Shows			
(incl. Donations)		LABOUR PRODUCTIVITY		VEHICLE UTILIZATION			
EFFICIENCY (Dedicated Service Only)		Hours/Operator	1,003	(Dedicated Service Only)			
Cost/Hour	\$20.23			Revenue Hours/Vehicle			
Cost/Kilometre	\$1.55			Kilometres/Vehicle			
Maintenance Cost/Kilometre	\$0.158						

KINGSTON KINGSTON ACCESS BUS		MUNICIPAL CONTACT: R.K. FIEBIG (613) 546-4291		SERVICE STARTED IN: SEPTEMBER 1967 POPULATION SERVED: 89,000 SERVICE AREA (ha): 7,072	
SERVICE OPERATED BY: Non-Profit Organization		OPERATIONS CONTACT: LOU CARPENTIER (613) 542-2512		ADVISORY COMMITTEE? NUMBER OF MEMBERS:	
Yes 7					

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X Curb to Curb Accessible Door	
Unable to Board X		Oper. Cost Revenue		HOURS OF SERVICE: 0730 to 2300 0900 to 2300 Saturday 0900 to 2300 Sunday 0900 to 2100 Holidays	
Unable to Use X		Dedicated \$903,138 \$103,020		CALL-INS: Minimum 1 Hrs., Max. 14 Days Manually Computer	
Other X		Non-Dedicated \$15,634 \$121,184		METHODS: Registration X Reservations X Scheduling X Dispatching X	
ELIGIBILITY COMMITTEE? No		TOTAL: \$918,772 \$224,204		FARE STRUCTURE: Tickets & Monthly Punch Cards	
MEMBERS? 0		NET OPERATING COST: \$694,568		Adult \$1.00	
Determined By Med./Health Prof. Yes		Provincial Share \$522,635		Child \$1.00	
REGISTRATION REQUIRED? No		Municipal Share \$173,702		Student \$1.00	
REGISTRATION CARDS? No		Donations \$510		Senior \$1.00	
WAITING LIST? N/A		ANNUAL ONE-WAY TRIPS:		Attendant \$1.00	
NUMBER OF REGISTRANTS:		Eligible - Wheelchair 64,527 Dedicated Non Ded. 4,657		Companion \$1.00	
Eligible - Wheelchair 162		Eligible - Ambulatory 7,974		Other \$1.00	
- Ambulatory 11		Attendants/Companions 7,396		OTHER METHODS OF PAYING FARE:	
- Temporary - %		Other (not eligible)		SPECIAL AGENCY RATES	
Attendants/Companions - %		TOTAL: 79,897 4,657		COMPARISON WITH CONVENTIONAL TRANSIT: Shorter Conventional Hours Fare Structure Different, \$1.05	
Other (not eligible)					
TOTAL: 1,162					
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		TRIP TYPES:			
COMPANIONS ALLOWED IF SPACE? Yes		Subscription 37,862 47 %			
VISITORS ELIGIBLE? No		Pre-booked 2,524 3 %			
		Reservation 33,655 42 %			
		Demand-Response 10,097 12 %			
		UNACCOMMODATED TRIP REQUESTS: 243			
		CANCELLED TRIPS: 5,479			
		NO-SHOWS: 563			



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Time Shared Volunteer		
S-Wagon/Sedan	17	6	3	3.5	13	6	
Modified Vans	1	13	3	2.0	2	2	
Small Buses							
Purpose-Built Other							
TOTAL VEHICLES:	18						
ANNUAL KILOMETRES:							
Revenue				458,197			
Total				458,197			
ANNUAL HOURS:							
Revenue				31,950			
Total				37,828			
IS NON-DEDICATED SERVICE AVAILABLE? Yes							
NUMBER OF OPERATORS: 2							
PAYMENT METHOD:							
Flat Rate/Trip				X			
Per Hour							
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +							
Peak Day	15	15	15	3	3		
Saturday	5	4	4	3	4		
Sunday	5	4	4	3	4		
Holidays	5	4	4	3			
OWNERSHIP: Non-Profit Group							
MAINTENANCE: Contracted Out							
OPERATORS UNION:				CBRT&GW Local 291			
CONVENTIONAL UNION:				CBRT&GW Local 291			
MAXIMUM WAGE RATES:				(Conventional)			
Operators				\$11.36			
Maintenance				N/A			
TOTAL:				17 8			

P E R F O R M A N C E I N D I C A T O R S				SERVICE UTILIZATION			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue				2.27			
Operating Cost				14.3			
Net Operating Cost/Capita				Average Kilometres/Trip			
Municipal Net Cost/Capita				6.32			
Share of Net Cost				Trips/Registrant			
- Provincial				Unaccommodated Trip Requests			
- Municipal				0.32 %			
(incl. Donations)				Cancellations			
				7.10 %			
				No-Shows			
				0.73 %			
EFFECTIVENESS							
Cost/Trip - Dedicated				\$12.46			
Cost/Trip - Non-Dedicated				\$3.36			
LABOUR PRODUCTIVITY				VEHICLE UTILIZATION			
Cost/Hour				(Dedicated Service Only)			
Cost/Kilometre				Revenue Hours/Vehicle			
Maintenance Cost/Kilometre				1,996			
				Kilometres/Vehicle			
				1,775			
				25,455			

KITCHENER-WATERLOO PROJECT LIFT INC.	MUNICIPAL CONTACT: JOHN WEBSTER (519) 741-2230	SERVICE STARTED IN: OCTOBER 1973 POPULATION SERVED: 233,924 SERVICE AREA (ha): 14,000	SERVICE OPERATED BY: Non-Profit Organization												
OPERATIONS CONTACT: DAVE SMITH (519) 744-5150	ADVISORY COMMITTEE? NUMBER OF MEMBERS: 21														
R E G I S T R A N T S  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other X EXCLUDING VISUALLY I ELIGIBILITY COMMITTEE? Yes MEMBERS? 4		F I N A N C I A L  OPERATING COSTS AND REVENUES:  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$1,436,061</td> <td>\$120,117</td> </tr> <tr> <td></td> <td>\$204,259</td> <td>\$5,449</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$1,640,320</b></td> <td><b>\$125,566</b></td> </tr> </table> NET OPERATING COST: Provincial Share \$1,514,754 Municipal Share \$757,377 Donations \$757,377 \$168,681		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$1,436,061	\$120,117		\$204,259	\$5,449	<b>TOTAL:</b>	<b>\$1,640,320</b>	<b>\$125,566</b>
Dedicated	Oper. Cost	Revenue													
Non-Dedicated	\$1,436,061	\$120,117													
	\$204,259	\$5,449													
<b>TOTAL:</b>	<b>\$1,640,320</b>	<b>\$125,566</b>													
WAITING ON LIST? NUMBER OF REGISTRANTS: Eligible - Wheelchair 1,696 59% - Ambulatory 734 25% - Temporary 423 14% Attendants/Companions - % Other (not eligible) - %		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 40,990 Dedicated Non Ded. Ambulatory 27,328 29,487 Attendants/Companions 5,802 Other (not eligible) <b>TOTAL:</b> 74,120 29,487  TRIP TYPES: Subscription 51,803 69 % Pre-booked 17,613 23 % Reservation 23,830 32 % Demand-Response 10,361 13 % UNACCOMMODATED TRIP REQUESTS: 2,903 CANCELLED TRIPS: 9,137 NO-SHOWS: 1,198													
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No													
SERVICE STARTED IN: OCTOBER 1973 POPULATION SERVED: 233,924 SERVICE AREA (ha): 14,000		ADVISORY COMMITTEE? NUMBER OF MEMBERS: 21													
OPERATIONS CONTACT: DAVE SMITH (519) 744-5150		SERVICE OPERATED BY: Non-Profit Organization													

## S E R V I C E

 TYPE: Door to Door  
Curb to Curb  
Accessible Door X

 HOURS OF SERVICE: 0700 to 0100  
Weekdays 0830 to 0100  
Saturday 0900 to 2330  
Sunday 0900 to 0100  
Holidays

 CALL-INS: Minimum 2 Hrs., Max. 7 Days  
Manually Computer

## M E T H O D S :

 Registration X  
Reservations X  
Scheduling X  
Dispatching

## F A R E S T R U C T U R E :

 Tickets & Passes  
Punch Cards  
Adult \$1.15 10/\$11.50  
Child \$1.15 10/\$11.50  
Student \$1.15 10/\$11.50  
Senior \$1.15 10/\$11.50  
Attendant \$1.15 10/\$11.50  
Companion \$1.15 10/\$11.50  
Other \$1.15 10/\$11.50

## O T H E R M E T H O D S O F P A Y I N G F A R E :

 SOME LARGE AGENCIES PAY BY INVOICE  
COMPARISON WITH CONVENTIONAL TRANSIT:  
Conventional Hours Longer  
Fare Structure Same



<b>LEAMINGTON HANDI-TRANSIT</b>  <b>SERVICE OPERATED BY:</b> Non-Profit Organization	<b>MUNICIPAL CONTACT:</b> GERALD TRACEY (519) 326-5761  <b>OPERATIONS CONTACT:</b> DOUG ELLIS (519) 966-0930	<b>SERVICE STARTED IN:</b> NOVEMBER 1984 <b>POPULATION SERVED:</b> 12,800 <b>SERVICE AREA (ha):</b> 827  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 11																											
<b>REGISTRANTS</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other	<b>FINANCIAL</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$27,650</td> <td>\$1,763</td> </tr> <tr> <td></td> <td>\$60</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$27,710</b></td> <td><b>\$1,763</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$25,947 Municipal Share \$12,974 Donations \$12,973 \$0	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$27,650	\$1,763		\$60		<b>TOTAL:</b>	<b>\$27,710</b>	<b>\$1,763</b>	<b>SERVICE</b>  <b>TYPE:</b> Door to Door X Curb to Curb Accessible Door <b>HOURS OF SERVICE:</b> 0900 to 1700 Weekdays to Saturday to Sunday to Holidays <b>CALL-INS:</b> Minimum 2 Hrs., Max. 14 Days Manually Computer															
Dedicated	Oper. Cost	Revenue																											
Non-Dedicated	\$27,650	\$1,763																											
	\$60																												
<b>TOTAL:</b>	<b>\$27,710</b>	<b>\$1,763</b>																											
<b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 3 <b>Eligibility Determined By</b> Staff	<b>ANNUAL ONE-WAY TRIPS:</b>  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>31</td> <td>332</td> <td></td> </tr> <tr> <td>35%</td> <td>408</td> <td></td> </tr> <tr> <td>Eligible - Wheelchair</td> <td></td> <td></td> </tr> <tr> <td>- Ambulatory</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>261</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td></td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>1,001</b></td> <td><b>0</b></td> </tr> </table> <b>TRIP TYPES:</b> Subscription - % Pre-booked - % Reservation - % Demand-Response - % <b>UNACCOMMODATED TRIP REQUESTS:</b> 8 <b>CANCELLED TRIPS:</b> 14 <b>NO-SHOWS:</b>	Eligible - Wheelchair	Dedicated	Non Ded.	31	332		35%	408		Eligible - Wheelchair			- Ambulatory			3	261		Attendants/Companions			Other (not eligible)			<b>TOTAL:</b>	<b>1,001</b>	<b>0</b>	<b>METHODS:</b> Registrations X Reservations X Scheduling X Dispatching <b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Adult \$2.00 Child \$2.00 Student \$2.00 Senior \$2.00 Attendant \$2.00 Companion \$2.00 Other \$2.00 <b>OTHER METHODS OF PAYING FARE:</b>
Eligible - Wheelchair	Dedicated	Non Ded.																											
31	332																												
35%	408																												
Eligible - Wheelchair																													
- Ambulatory																													
3	261																												
Attendants/Companions																													
Other (not eligible)																													
<b>TOTAL:</b>	<b>1,001</b>	<b>0</b>																											
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A	<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours No Conv. Service Fare Structure No Conv. Service	<b>MONTHLY PASSES</b>																											



V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
S-Wagon/Sedan	1	3	1	1.0	ANNUAL KILOMETRES:	7,433	Full Time	Part Time	Volunteer
Modified Vans					Revenue	7,433			
Small Buses					Total				
Purpose-Built					ANNUAL HOURS:	408			
Other					Revenue	408			
TOTAL VEHICLES: 1					IS NON-DEDICATED SERVICE AVAILABLE? Yes				
					NUMBER OF OPERATORS: 1				
OWNERSHIP: Non-Profit Group					PAYMENT METHOD:				
MAINTENANCE: Contracted Out					Flat Rate/Trip				
					Per Hour				
					Per Kilometre				
					Meter Rate				
FLEET DISTRIBUTION:					PAYMENT VERIFICATION:				
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	TRIP COMPARISON	
1	1	1	1	1				X	
Peak Day									
Saturday									
Sunday									
Holidays									
OPERATORS UNION: N/A					CONVENTIONAL UNION: ATU Local				
TOTAL: 2					TOTAL: 1				
OPERATORS					OPERATORS				
Office					Office				
Maintenance					Maintenance				
Administration					Administration				
TOTAL: 2					TOTAL: 1				
CONVENTIONAL UNION: N/A					CONVENTIONAL UNION: ATU Local				
MAXIMUM WAGE RATES:					MAXIMUM WAGE RATES:				
Operators					Operators				
Maintenance					Maintenance				
\$8.50					\$8.50				
N/A					N/A				
N/A					N/A				
(Conventional)					(Conventional)				

P E R F O R M A N C E I N D I C A T O R S					
FINANCIAL					
R/C =	Operating Revenue	6.3 %	Service Registrants/Capita	0.0070	1.81
	Operating Cost		Revenue Vehicle Hours/Capita	0.032	18.2
			Trips/Capita	0.058	10.0
			Trips by Non-Dedicated Service	- %	8.409
EFFECTIVENESS					
			Cost/Trip - Dedicated	\$37.37	1.08 %
			Cost/Trip - Non-Dedicated	-	1.89 %
EFFICIENCY (Dedicated Service Only)					
Cost/Hour	\$67.77		LABOUR PRODUCTIVITY		408
Cost/Kilometre	\$3.72		Hours/Operator	816	7,433
Maintenance Cost/Kilometre	\$0.565				

<b>LINDSAY LIMO</b>  <b>SERVICE OPERATED BY:</b> Public Utility		<b>MUNICIPAL CONTACT:</b> J.B. LULOFF (705) 324-6171  <b>OPERATIONS CONTACT:</b> ROD BOSTON (705) 324-0211		<b>SERVICE STARTED IN:</b> FEBRUARY 1984  <b>POPULATION SERVED:</b> 15,265  <b>SERVICE AREA (ha):</b> 1,528		<b>ADVISORY COMMITTEE?</b> Yes  <b>NUMBER OF MEMBERS:</b> 18																		
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use X Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes MEMBERS? 6  <b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 129 26% - Ambulatory 315 64% - Temporary 43 8% Attendants/Companions - % Other (not eligible) - %		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$88,614</td> <td>\$9,887</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$88,614</b></td> <td><b>\$9,887</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$78,727 Municipal Share \$54,821 Donations \$23,906 \$0		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$88,614	\$9,887	<b>TOTAL:</b>	<b>\$88,614</b>	<b>\$9,887</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X  <b>HOURS OF SERVICE:</b> Weekdays 0800 to 1700 Saturday 1000 to 1600 Sunday to Holidays to  <b>CALL-INS:</b> Minimum 24 Hrs., No Max. <u>Manually</u> Computer											
Dedicated	Oper. Cost	Revenue																						
Non-Dedicated	\$88,614	\$9,887																						
<b>TOTAL:</b>	<b>\$88,614</b>	<b>\$9,887</b>																						
<b>ANNUAL ONE-WAY TRIPS:</b>  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>4,500</td> <td>4,500</td> <td></td> </tr> <tr> <td>5,087</td> <td>5,087</td> <td></td> </tr> <tr> <td>300</td> <td>300</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td></td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>9,887</b></td> <td><b>0</b></td> </tr> </table> <b>TRIP TYPES:</b> Subscription 4,500 45 % Pre-booked 3,000 30 % Reservation 2,287 23 % Demand-Response 100 1 % UNACCOMMODATED TRIP REQUESTS: 1,000 CANCELLED TRIPS: 2,400 NO-SHOWS:		Eligible - Wheelchair	Dedicated	Non Ded.	4,500	4,500		5,087	5,087		300	300		Attendants/Companions			Other (not eligible)			<b>TOTAL:</b>	<b>9,887</b>	<b>0</b>	<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> <u>Cash</u> Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other  <b>OTHER METHODS OF PAYING FARE:</b> <u>Tickets &amp;</u> <u>Punch Cards</u> Monthly Passes	
Eligible - Wheelchair	Dedicated	Non Ded.																						
4,500	4,500																							
5,087	5,087																							
300	300																							
Attendants/Companions																								
Other (not eligible)																								
<b>TOTAL:</b>	<b>9,887</b>	<b>0</b>																						
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually  <b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Fare Structure Different, \$0.85																						

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan				Operators	Full Time	Shared	Volunteer
Modified Vans				Office	1	3	
Small Buses	2	6	11	Maintenance		3	
Purpose-Built			4.5	Administration		1	
Other							
TOTAL VEHICLES: 2				TOTAL: 1 8			
OWNERSHIP: Municipality				OPERATORS UNION: RTW Local 307			
MAINTENANCE: Operator				CONVENTIONAL UNION: N/A			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES: (Conventional)			
Peak Day	6-9	9-11	11-2	Operators	\$10.50		
Saturday	1	2	1	Maintenance	N/A		
Sunday	1	1	1				
Holidays							
ANNUAL KILOMETRES:							
Revenue							
Total							
ANNUAL HOURS:							
Revenue							
Total							
IS NON-DEDICATED SERVICE AVAILABLE? NO							
NUMBER OF OPERATORS: -							
PAYMENT METHOD:							
Flat Rate/Trip							
Per Hour							
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							

P E R F O R M A N C E I N D I C A T O R S				S E R V I C E U T I L I Z A T I O N			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue	11.1 %			Kilometres/Hour			2.91
Operating Cost				Average Kilometres/Trip			12.8
Net Operating Cost/Capita	\$5.15			Trips/Registrant			4.41
Municipal Net Cost/Capita	\$1.56			Unaccommodated Trip Requests			19.69
Share of Net Cost				Cancellations			10.43 %
- Provincial	69 %			No-Shows			25.03 %
- Municipal	30 %						- %
(incl. Donations)							
COST/Trip - Dedicated				VEHICLE UTILIZATION			
- Non-Dedicated				(Dedicated Service Only)			
\$9.24				Revenue Hours/Vehicle			
-				Kilometres/Vehicle			
LABOUR PRODUCTIVITY							
Hours/Operator							
1,316							
EFFICIENCY (Dedicated Service Only)							
Cost/Hour							
\$26.91							
Cost/Kilometre							
\$2.09							
Maintenance Cost/Kilometre							
\$0.008							

LONDON LONDON PARATRANSIT SERVICE		MUNICIPAL CONTACT: G.A. MCINNIS (519) 661-5414		SERVICE STARTED IN: NOVEMBER 1977 POPULATION SERVED: 295,000 SERVICE AREA (ha): 17,675	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: JIM DONNELLY (519) 663-2222		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 5	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E																	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  <table border="0"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Dedicated \$1,532,138</td> <td>\$132,776</td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$1,532,138    \$132,776</b></td> </tr> </table>		Oper. Cost	Revenue	Dedicated \$1,532,138	\$132,776	Non-Dedicated		<b>TOTAL:</b>	<b>\$1,532,138    \$132,776</b>	TYPE: Door to Door Curb to Curb Accessible Door X  HOURS OF SERVICE: Weekdays 0700 to 2400 Saturday 0830 to 2400 Sunday 0830 to 2400 Holidays 0830 to 2400		CALL-INS: Minimum 1 Hrs., Max. 7 Days <u>Manually</u> <u>Computer</u>							
Oper. Cost	Revenue																				
Dedicated \$1,532,138	\$132,776																				
Non-Dedicated																					
<b>TOTAL:</b>	<b>\$1,532,138    \$132,776</b>																				
ELIGIBILITY COMMITTEE? No MEMBERS: 0 Determined By Med./Health Prof.		NET OPERATING COST: Provincial Share \$1,399,362 Municipal Share \$786,707 Donations \$612,655 \$0		METHODS: Registration X Reservations X Scheduling X Dispatching																	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A		ANNUAL ONE-WAY TRIPS: <table border="0"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td>44,600</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>54,511</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td>7,110</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>106,221</b></td> <td><b>0</b></td> </tr> </table>		Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory	44,600		Attendants/Companions	54,511		Other (not eligible)	7,110		<b>TOTAL:</b>	<b>106,221</b>	<b>0</b>	FARE STRUCTURE: Cash Adult \$1.25 Child \$1.25 Student \$1.25 Senior \$1.25 Attendant \$1.25 Companion \$1.25 Other \$1.25		Tickets & Punch Cards Monthly Passes
Eligible - Wheelchair	Dedicated	Non Ded.																			
- Ambulatory	44,600																				
Attendants/Companions	54,511																				
Other (not eligible)	7,110																				
<b>TOTAL:</b>	<b>106,221</b>	<b>0</b>																			
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years		TRIP TYPES: Subscription - % Pre-booked - % Reservation - % Demand-Response - %		OTHER METHODS OF PAYING FARE: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$1.05																	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? NO		UNACCOMMODATED TRIP REQUESTS: 3,143 CANCELLED TRIPS: 21,083 NO-SHOWS: 1,865																			







V E H I C L E S										E M P L O Y E E S									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan	1		5		6		1.0		ANNUAL KILOMETRES:		1,050		Full Time		Part Time		Shared Volunteer		
Modified Vans									ANNUAL HOURS:		54		Operators		Office		Maintenance		
Small Buses									Revenue		54		Administration						
Purpose-Built									Total		54								
Other									IS NON-DEDICATED										
TOTAL VEHICLES: 1										TOTAL: 1 1									
OWNERSHIP: Non-Profit Group										OPERATORS UNION: N/A									
MAINTENANCE: Operator										CONVENTIONAL UNION: N/A									
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES: (Conventional)									
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	PAYMENT METHOD:		Operators		\$8.50		(Conventional)		N/A			
1	1	1	1	1	1	1	1	Flat Rate/Trip		Maintenance		N/A		N/A		N/A			
Peak Day									Per Hour										
Saturday									Per Kilometre										
Sunday									Meter Rate										
Holidays									PAYMENT VERIFICATION:										
PERFORMANCE INDICATORS										SERVICE UTILIZATION									
FINANCIAL										Trips/Hour									
R/C = Operating Revenue										Kilometres/Hour									
Operating Cost										Average Kilometres/Trip									
Net Operating Cost/Capita										Trips/Registrant									
Municipal Net Cost/Capita										Unaccommodated Trip Requests									
Share of Net Cost										Cancellations									
- Provincial										No-Shows									
- Municipal										VEHICLE UTILIZATION									
(Incl. Donations)										(Dedicated Service Only)									
EFFECTIVENESS										Revenue Hours/Vehicle									
% Cost/Trip - Dedicated										Kilometres/Vehicle									
% Cost/Trip - Non-Dedicated																			
LABOUR PRODUCTIVITY																			
Hours/Operator																			
EFFICIENCY (Dedicated Service Only)																			
Cost/Hour																			
Cost/Kilometre																			
Maintenance Cost/Kilometre																			

<b>MARKHAM MOBILITY BUS SERVICE</b> MARKHAM		<b>MUNICIPAL CONTACT:</b> D.F. GORDON (416) 475-4710		<b>SERVICE STARTED IN:</b> APRIL 1983 <b>POPULATION SERVED:</b> 145,819 <b>SERVICE AREA (ha):</b> 9,040	
<b>SERVICE OPERATED BY:</b> Municipality		<b>OPERATIONS CONTACT:</b> D.F. GORDON (416) 475-4710		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 8	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>																						
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b>  <table border="0"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>\$324,543</td> <td>\$31,061</td> </tr> <tr> <td>Dedicated</td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td>\$135,847</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$31,061</b></td> </tr> </table>		Oper. Cost	Revenue	\$324,543	\$31,061	Dedicated		Non-Dedicated		\$135,847		<b>TOTAL:</b>	<b>\$31,061</b>	<b>TYPE:</b> Door to Door X Door to Curb Accessible Door <b>HOURS OF SERVICE:</b> 0700 to 1900 Weekdays 0900 to 2200 Saturday 0900 to 2000 Sunday to Holidays		<b>CALL-INS:</b> No Minimum, No Max. <u>Manually</u> <u>Computer</u>								
Oper. Cost	Revenue																									
\$324,543	\$31,061																									
Dedicated																										
Non-Dedicated																										
\$135,847																										
<b>TOTAL:</b>	<b>\$31,061</b>																									
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 <b>ELIGIBILITY/ADVISORY COMMITTEE</b>		<b>NET OPERATING COST:</b> Provincial Share \$429,329 Municipal Share \$217,486 Donations \$211,843 \$40,000		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X																						
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>ANNUAL ONE-WAY TRIPS:</b> <table border="0"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>54%</td> <td>5,521</td> <td></td> </tr> <tr> <td>- %</td> <td>6,482</td> <td>10,154</td> </tr> <tr> <td>- %</td> <td>996</td> <td>815</td> </tr> <tr> <td>- %</td> <td>Attendants/Companions</td> <td></td> </tr> <tr> <td>- %</td> <td>Other (not eligible)</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>12,999</b></td> <td><b>10,969</b></td> </tr> </table>		Eligible - Wheelchair	Dedicated	Non Ded.	54%	5,521		- %	6,482	10,154	- %	996	815	- %	Attendants/Companions		- %	Other (not eligible)		<b>TOTAL:</b>	<b>12,999</b>	<b>10,969</b>	<b>FARE STRUCTURE:</b> <u>Cash</u> <u>Tickets &amp; Punch Cards</u> Adult \$1.20 Child \$1.20 Student \$1.20 Senior \$1.20 Attendant \$1.20 Companion \$1.20 Other \$1.20	
Eligible - Wheelchair	Dedicated	Non Ded.																								
54%	5,521																									
- %	6,482	10,154																								
- %	996	815																								
- %	Attendants/Companions																									
- %	Other (not eligible)																									
<b>TOTAL:</b>	<b>12,999</b>	<b>10,969</b>																								
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually		<b>TRIP TYPES:</b> Subscription 9,587 73 % Pre-booked 7,190 55 % Reservation 5,992 46 % Demand-Response 1,198 9 %		<b>OTHER METHODS OF PAYING FARE:</b>																						
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes Yes		<b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS: 1,800 NO-SHOWS: 590		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same																						



V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Part				
S-Wagon/Sedan					Time	Time	Shared	Volunteer	
Modified Vans	2	4	6	2.0	4	4			
Small Buses	3	7	6	2.5	1	6			
Purpose-Built Other						3			
TOTAL VEHICLES:	5					2			
OWNERSHIP: Municipality					TOTAL: 5 15				
MAINTENANCE: Municipality					OPERATORS UNION: CUPE Local 1219				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +		
2	3	4	3	2	1	1			
Peak Day	1	2	2	2	1	1		X	
Saturday	1	1	1	1	1				
Sunday									
Holidays									
PAYMENT METHOD:					MAXIMUM WAGE RATES:				
Flat Rate/Trip					Operators \$15.18 (Conventional)				
Per Hour					Maintenance 17.38 20.62				
Meter Rate									
PAYMENT VERIFICATION:									
CHARGE SLIPS PAID MON									
IS NON-DEDICATED									
SERVICE AVAILABLE? Yes									
NUMBER OF OPERATORS: 1									
ANNUAL KILOMETRES:									
Revenue	140,724								
Total	157,497								
ANNUAL HOURS:									
Revenue	9,122								
Total	9,911								
SERVICE UTILIZATION									
Trips/Hour					1.32				
Kilometres/Hour					15.4				
Average Kilometres/Trip					11.7				
Trips/Registrant					32.44				
Unaccommodated Trip Requests					-				
Cancellations					8.12 %				
No-Shows					2.66 %				
VEHICLE UTILIZATION									
(Dedicated Service Only)									
Revenue Hours/Vehicle					1,824				
Kilometres/Vehicle					28,144				

P E R F O R M A N C E I N D I C A T O R S				
FINANCIAL		SERVICE		
R/C = Operating Revenue	6.7 %	Registrants/Capita	0.0050	
Operating Cost		Revenue Vehicle Hours/Capita	0.063	
Net Operating Cost/Capita	\$2.94	Trips/Capita	0.152	
Municipal Net Cost/Capita	\$1.45	Trips by Non-Dedicated Service	45.83 %	
Share of Net Cost		EFFECTIVENESS		
- Provincial	50 %	Cost/Trip - Dedicated	\$27.04	
- Municipal	49 %	Cost/Trip - Non-Dedicated	\$13.38	
(incl. Donations)		LABOUR PRODUCTIVITY		
EFFICIENCY (Dedicated Service Only)		Hours/Operator	1,520	
Cost/Hour	\$35.57			
Cost/Kilometre	\$2.30			
Maintenance Cost/Kilometre	\$0.521			

MEAFORD ROTARY HANDIVAN	MUNICIPAL CONTACT: GRAHAM SHAH (519) 538-1060  OPERATIONS CONTACT: PETER DORAN (519) 538-3699	SERVICE STARTED IN: JUNE 1990 POPULATION SERVED: 10,000 SERVICE AREA (ha): 51,800  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 6																
REGISTRANTS	FINANCIAL	SERVICE																
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Unable to Use With Dignity Other	OPERATING COSTS AND REVENUES:	TYPE: Door to Door X Curb to Curb Accessible Door																
ELIGIBILITY COMMITTEE? 175M + 3 STEPS Yes X Yes 4	<table border="1"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>\$23,802</td> <td>\$1,373</td> </tr> <tr> <td>Dedicated</td> <td>\$2,100</td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$3,473</td> </tr> </table>	Oper. Cost	Revenue	\$23,802	\$1,373	Dedicated	\$2,100	Non-Dedicated		TOTAL:	\$3,473	HOURS OF SERVICE: 0800 to 1700 Weekdays to Saturday to Sunday to Holidays to						
Oper. Cost	Revenue																	
\$23,802	\$1,373																	
Dedicated	\$2,100																	
Non-Dedicated																		
TOTAL:	\$3,473																	
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	<table border="1"> <tr> <td>NET OPERATING COST:</td> <td></td> </tr> <tr> <td>Provincial Share</td> <td>\$20,329</td> </tr> <tr> <td>Municipal Share</td> <td>\$10,886</td> </tr> <tr> <td>Donations</td> <td>\$5,454</td> </tr> <tr> <td></td> <td>\$19,504</td> </tr> </table>	NET OPERATING COST:		Provincial Share	\$20,329	Municipal Share	\$10,886	Donations	\$5,454		\$19,504	CALL-INS: Minimum 24 Hrs., Max. 14 Days Manually Computer						
NET OPERATING COST:																		
Provincial Share	\$20,329																	
Municipal Share	\$10,886																	
Donations	\$5,454																	
	\$19,504																	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)	<table border="1"> <tr> <td colspan="2">ANNUAL ONE-WAY TRIPS:</td> </tr> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> </tr> <tr> <td>175</td> <td>386</td> </tr> <tr> <td>- %</td> <td>1,156</td> </tr> <tr> <td>- %</td> <td>384</td> </tr> <tr> <td>- %</td> <td>20</td> </tr> <tr> <td>- %</td> <td>5</td> </tr> <tr> <td>TOTAL:</td> <td>1,926</td> </tr> </table>	ANNUAL ONE-WAY TRIPS:		Eligible - Wheelchair	Dedicated	175	386	- %	1,156	- %	384	- %	20	- %	5	TOTAL:	1,926	METHODS: Registration X Reservations X Scheduling X Dispatching X  FARE STRUCTURE: Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other \$1.00 Tickets & Punch Cards Monthly Passes
ANNUAL ONE-WAY TRIPS:																		
Eligible - Wheelchair	Dedicated																	
175	386																	
- %	1,156																	
- %	384																	
- %	20																	
- %	5																	
TOTAL:	1,926																	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually	TRIP TYPES: Subscription 220 Pre-booked 11 % Reservation - % Demand-Response 79 % UNACCOMMODATED TRIP REQUESTS: 10 % CANCELLED TRIPS: NO-SHOWS:	OTHER METHODS OF PAYING FARE: B.E. PAYS EQUIV. TAXI FARE SCHOOL COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service																



<b>MILDMAY</b> <b>B.G.H.D.T.C.</b>		<b>MUNICIPAL CONTACT:</b> DAVID JOHNSON (519) -		<b>SERVICE STARTED IN:</b> JANUARY 1990 <b>POPULATION SERVED:</b> 35,000 <b>SERVICE AREA (ha):</b> 15,540	
<b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>OPERATIONS CONTACT:</b> JOSEPH PICKERING (519) 881-2230		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 19	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>												
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use X Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b>  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$306,337</td> <td>\$90,349</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$306,337</b></td> <td><b>\$181,991</b></td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$306,337	\$90,349	<b>TOTAL:</b>	<b>\$306,337</b>	<b>\$181,991</b>	<b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> Weekdays 0545 to 2200 Saturday 0730 to 2000 Sunday 0730 to 2000 Holidays 0730 to 2000 <b>CALL-INS:</b> No Minimum, No Max.		<b>MONTHLY PASSES</b>	
Dedicated	Oper. Cost	Revenue														
Non-Dedicated	\$306,337	\$90,349														
<b>TOTAL:</b>	<b>\$306,337</b>	<b>\$181,991</b>														
<b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 6 <b>Eligibility Determined By Staff</b>		<b>NET OPERATING COST:</b> Provincial Share \$33,997 Municipal Share \$161,991 Donations \$0 <b>\$20,000</b>		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X <b>FARE STRUCTURE:</b> Cash Adult \$2.25 Child \$2.25 Student \$2.25 Senior \$2.25 Attendant Companion Other \$2.25 <b>OTHER METHODS OF PAYING FARE:</b> BILLING SYSTEM COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service												
<b>REGISTRATION REQUIRED?</b> No <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 12,888 - Ambulatory 8,904 Attendants/Companions 469 Other (not eligible) 1,172 <b>TOTAL:</b> 23,433		<b>Tickets &amp; Punch Cards</b>												
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 12,888 55% - Ambulatory 8,904 38% - Temporary 1,172 5% Attendants/Companions 469 2% Other (not eligible) - %		<b>Dedicated Non Ded.</b> 12,888 8,904 469 1,172		<b>Monthly Passes</b>												
<b>TOTAL:</b> 23,433		<b>TOTAL:</b> 23,433		<b>0</b>												
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually		<b>TRIP TYPES:</b> Subscription 11,482 49% Pre-booked 2,343 10% Reservation 3,984 17% Demand-Response 5,624 24%		<b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS: NO-SHOWS:												
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes No		<b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS: NO-SHOWS:		<b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS: NO-SHOWS:												





<b>MILTON</b> <b>MILTON SPECIALIZED TRANSIT SERVICE</b>	<b>MUNICIPAL CONTACT:</b> BILL ROBERTS (416) 878-7211  <b>OPERATIONS CONTACT:</b> BILL WILKINSON (416) 873-1808	<b>SERVICE STARTED IN:</b> AUGUST 1987 <b>POPULATION SERVED:</b> 33,000 <b>SERVICE AREA (ha):</b> 1,174  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 6																								
<b>SERVICE OPERATED BY:</b> Public Utility	<table border="1"> <tr> <th colspan="2">F I N A N C I A L</th> </tr> <tr> <td colspan="2">OPERATING COSTS AND REVENUES:</td> </tr> <tr> <td>Dedicated</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$4,202</td> </tr> <tr> <td>Oper. Cost</td> <td></td> </tr> <tr> <td>\$22,707</td> <td></td> </tr> <tr> <td>\$5,405</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$4,202</td> </tr> <tr> <td>NET OPERATING COST:</td> <td>\$23,910</td> </tr> <tr> <td>Provincial Share</td> <td>\$11,955</td> </tr> <tr> <td>Municipal Share</td> <td>\$11,955</td> </tr> <tr> <td>Donations</td> <td>\$0</td> </tr> </table>		F I N A N C I A L		OPERATING COSTS AND REVENUES:		Dedicated	Revenue	Non-Dedicated	\$4,202	Oper. Cost		\$22,707		\$5,405		TOTAL:	\$4,202	NET OPERATING COST:	\$23,910	Provincial Share	\$11,955	Municipal Share	\$11,955	Donations	\$0
F I N A N C I A L																										
OPERATING COSTS AND REVENUES:																										
Dedicated	Revenue																									
Non-Dedicated	\$4,202																									
Oper. Cost																										
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Municipal Share	\$11,955																									
Donations	\$0																									
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Eligibility Determined By Staff  <b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 50 Eligible - Ambulatory 62 - Temporary Attendants/Companions Other (not eligible)	44% 55% - % - % - %	<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair Dedicated Non Ded. - Ambulatory 900 156 Attendants/Companions 986 500 Other (not eligible)																								
<b>TOTAL:</b>	112	<b>TOTAL:</b> 1,886 656																								
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years	<b>TRIP TYPES:</b> Subscription 1,000 53 % Pre-booked 200 10 % Reservation 1,192 63 % Demand-Response 150 7 %	<b>OTHER METHODS OF PAYING FARE:</b> ZONE FARES: <5KM \$0.90, >5KM \$2.2 <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Same Fare Structure Same																								

## S E R V I C E

 TYPE: Door to Door  
 Curb to Curb

X

Accessible Door

0700 to 1800

Weekdays

0900 to 1700

Saturday

Sunday

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

to

Holidays

 CALL-INS: Minimum 24 Hrs., No Max.  
Manually Computer

## M E T H O D S :

Registration

Reservations

Scheduling

Dispatching

Cash

Punch Cards

Tickets &amp;

Monthly

Passes

Adult

Child

Student

Senior

Attendant

Companion

Other

Other

Other

Other

Other

Other

Other

Other

Other

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Time	Part Time	Shared	Volunteer
S-Wagon/Sedan	1	2	3	2.0	1	3	
Modified Vans					1		
Small Buses							
Purpose-Built	3	2	4.0				
Other							
TOTAL VEHICLES:	4						
ANNUAL KILOMETRES:				OPERATORS:			
Revenue				Office			
Total				Maintenance			
ANNUAL HOURS:				Administration			
Revenue				TOTAL:			
Total				1			
IS NON-DEDICATED				OPERATORS UNION:			
SERVICE AVAILABLE? Yes				CONVENTIONAL UNION:			
NUMBER OF OPERATORS: 3				MAXIMUM WAGE RATES:			
PAYMENT METHOD:				Operators			
Flat Rate/Trip				Maintenance			
Per Hour				(Conventional)			
Per Kilometre				\$39.39			
Meter Rate				N/A			
PAYMENT VERIFICATION:				N/A			
PASSENGER SIGNS RECEIVED				N/A			
OWNERSHIP: Contractor				SERVICE UTILIZATION			
MAINTENANCE: Operator				Trips/Hour			
FLEET DISTRIBUTION:				Kilometres/Hour			
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +				Average Kilometres/Trip			
Peak Day	3	2	3	Trips/Registrant			
Saturday	2	2	2	Unaccommodated Trip Requests			
Sunday	2	2	2	Cancellations			
Holidays				No-Shows			
R/C = Operating Revenue				VEHICLE UTILIZATION			
Operating Cost				(Dedicated Service Only)			
Net Operating Cost/Capita				Revenue Hours/Vehicle			
Municipal Net Cost/Capita				Kilometres/Vehicle			
Share of Net Cost				81			
- Provincial	50 %	50 %	50 %	13,152			
- Municipal							
(incl. Donations)							
EFFICIENCY (Dedicated Service Only)							
Cost/Hour	\$7.26	\$0.43	Hours/Operator				
Cost/Kilometre	\$0.43						
Maintenance Cost/Kilometre							

<b>NEWCASTLE HANDI TRANSIT INC.</b>  <b>SERVICE OPERATED BY:</b> Public Utility		<b>MUNICIPAL CONTACT:</b> MARIE MARAND (416) 623-3379  <b>OPERATIONS CONTACT:</b> DOUG MANUEL (416) 571-1222		<b>SERVICE STARTED IN:</b> OCTOBER 1981 <b>POPULATION SERVED:</b> 40,000 <b>SERVICE AREA (ha):</b> 57,590  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 10																												
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Eligibility Determined By Staff  <b>REGISTRATION REQUIRED?</b> No <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="0"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$86,310</td> <td>\$9,378</td> </tr> <tr> <td colspan="3"><hr/></td> </tr> <tr> <td>TOTAL:</td> <td>\$86,310</td> <td>\$9,378</td> </tr> <tr> <td colspan="3"><hr/></td> </tr> <tr> <td>NET OPERATING COST:</td> <td></td> <td>\$76,932</td> </tr> <tr> <td>Provincial Share</td> <td></td> <td>\$41,050</td> </tr> <tr> <td>Municipal Share</td> <td></td> <td>\$41,050</td> </tr> <tr> <td>Donations</td> <td></td> <td>\$0</td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$86,310	\$9,378	<hr/>			TOTAL:	\$86,310	\$9,378	<hr/>			NET OPERATING COST:		\$76,932	Provincial Share		\$41,050	Municipal Share		\$41,050	Donations		\$0	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> 0730 to 1730 Weekdays to Saturday to Sunday to Holidays <b>CALL-INS:</b> Minimum 1 Hrs., Max. 5 Days Manually Computer	
Dedicated	Oper. Cost	Revenue																														
Non-Dedicated	\$86,310	\$9,378																														
<hr/>																																
TOTAL:	\$86,310	\$9,378																														
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Municipal Share		\$41,050																														
Donations		\$0																														
<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X		<b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Adult Child Student Senior Attendant Companion Other		<b>MONTHLY PASSES</b> Monthly Passes																												
<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 1,324 - Ambulatory 387 Attendants/Companions 234 Other (not eligible)		Dedicated 1,324 Non Ded. 387		0 0																												
TOTAL: 0		TOTAL: 1,945		0																												
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Not Withing Last 5 Year		<b>TRIP TYPES:</b> Subscription Pre-booked Reservation Demand-Response		- % 41 % 46 % - %																												
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes No		<b>UNACCOMMODATED TRIP REQUESTS:</b> CANCELLED TRIPS:		NO-SHOWS:																												
		OTHER METHODS OF PAYING FARE: ZONE FARES, AGENCY CONTRACTS, BILL COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service																														



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	2	4	2	8.0	ANNUAL KILOMETRES:	Revenue	46,036
Modified Vans					Total	46,696	
Small Buses					ANNUAL HOURS:	Revenue	1,938
Purpose-Built					Total	2,259	
Other					IS NON-DEDICATED		
					SERVICE AVAILABLE?	No	
					NUMBER OF OPERATORS:	-	
TOTAL VEHICLES: 2				TOTAL: 5 1			
OWNERSHIP: Contractor				OPERATORS UNION: N/A			
MAINTENANCE: Contracted Out				CONVENTIONAL UNION: N/A			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	1	1	1	1	1	1	1
Sunday							
Holidays							
PAYMENT METHOD:				OPERATORS (Conventional)			
Flat Rate/Trip				Operators \$11.40			
Per Hour				Maintenance N/A			
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							
P E R F O R M A N C E I N D I C A T O R S				SERVICE UTILIZATION			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue	10.8 %	Registerants/Capita	0.048	Kilometres/Hour			
Operating Cost		Trips/Capita	0.043	Average Kilometres/Trip			
Net Operating Cost/Capita	\$1.92	Trips by Non-Dedicated Service	- %	Trips/Registrant			
Municipal Net Cost/Capita	\$1.02	EFFECTIVENESS		Unaccommodated Trip Requests			
Share of Net Cost				Cancellations			
- Provincial	50 %	Cost/Trip - Dedicated	\$50.44	No-Shows			
- Municipal	50 %	LABOUR PRODUCTIVITY		VEHICLE UTILIZATION			
(incl. Donations)		Hours/Operator	1,938	(Dedicated Service Only)			
EFFICIENCY (Dedicated Service Only)				Revenue Hours/Vehicle			
Cost/Hour	\$44.53			Kilometres/Vehicle			
Cost/Kilometre	\$1.87						
Maintenance Cost/Kilometre	\$1.270						

<b>NEWMARKET</b> <b>NEWMARKET TRANSIT</b>		<b>MUNICIPAL CONTACT:</b> JAMES M. BARBER (416) 895-5193		<b>SERVICE STARTED IN:</b> DECEMBER 1981 <b>POPULATION SERVED:</b> 40,000 <b>SERVICE AREA (ha):</b> 3,626	
<b>SERVICE OPERATED BY:</b> Municipality		<b>OPERATIONS CONTACT:</b> JAMES M. BARBER (416) 895-5193		<b>ADVISORY COMMITTEE?</b> <b>NUMBER OF MEMBERS:</b>	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>																						
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$153,854</td> <td>\$24,965</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$153,854</b></td> <td><b>\$24,965</b></td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$153,854	\$24,965	<b>TOTAL:</b>	<b>\$153,854</b>	<b>\$24,965</b>	<b>TYPE:</b> Door to Door X Curb to Curb Accessible Door		<b>HOURS OF SERVICE:</b> 0800 to 1800 Weekdays Saturday 0900 to 1600 Sunday to Holidays to											
Dedicated	Oper. Cost	Revenue																								
Non-Dedicated	\$153,854	\$24,965																								
<b>TOTAL:</b>	<b>\$153,854</b>	<b>\$24,965</b>																								
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Eligibility Determined By Staff		<b>CALL-INS:</b> Minimum 24 Hrs., Max. 14 Days <u>Manually</u> <u>Computer</u>																								
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching																								
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 138 26% - Ambulatory 383 75% - Temporary - % Attendants/Companions - % Other (not eligible) - %		<b>FARE STRUCTURE:</b> <table border="1"> <tr> <td>Cash</td> <td>Tickets &amp;</td> </tr> <tr> <td>Adult \$1.25</td> <td>Punch Cards</td> </tr> <tr> <td>Child \$1.25</td> <td>Monthly</td> </tr> <tr> <td>Student \$1.25</td> <td>Passes</td> </tr> <tr> <td>Senior \$1.25</td> <td></td> </tr> <tr> <td>Attendant \$1.25</td> <td></td> </tr> <tr> <td>Companion \$1.25</td> <td></td> </tr> <tr> <td>Other</td> <td></td> </tr> </table>		Cash	Tickets &	Adult \$1.25	Punch Cards	Child \$1.25	Monthly	Student \$1.25	Passes	Senior \$1.25		Attendant \$1.25		Companion \$1.25		Other								
Cash	Tickets &																									
Adult \$1.25	Punch Cards																									
Child \$1.25	Monthly																									
Student \$1.25	Passes																									
Senior \$1.25																										
Attendant \$1.25																										
Companion \$1.25																										
Other																										
<b>TOTAL:</b> 521		<b>ANNUAL ONE-WAY TRIPS:</b> <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>17,538</td> <td>2,029</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>17,538</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td>2,383</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>21,950</b></td> <td><b>0</b></td> </tr> </table>		Eligible - Wheelchair	Dedicated	Non Ded.	17,538	2,029		Attendants/Companions	17,538		Other (not eligible)	2,383		<b>TOTAL:</b>	<b>21,950</b>	<b>0</b>	<b>OTHER METHODS OF PAYING FARE:</b> SUBSCRIPTION SERVICE \$1.00/TRIP COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Shorter Fare Structure Different, \$0.80							
Eligible - Wheelchair	Dedicated	Non Ded.																								
17,538	2,029																									
Attendants/Companions	17,538																									
Other (not eligible)	2,383																									
<b>TOTAL:</b>	<b>21,950</b>	<b>0</b>																								
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years		<b>TRIP TYPES:</b> <table border="1"> <tr> <td>Subscription</td> <td>9,000</td> <td>41 %</td> </tr> <tr> <td>Pre-booked</td> <td>439</td> <td>2 %</td> </tr> <tr> <td>Reservation</td> <td>12,362</td> <td>56 %</td> </tr> <tr> <td>Demand-Response</td> <td>149</td> <td>0 %</td> </tr> <tr> <td><b>UNACCOMMODATED TRIP REQUESTS:</b></td> <td></td> <td></td> </tr> <tr> <td><b>CANCELLED TRIPS:</b></td> <td></td> <td>138</td> </tr> <tr> <td><b>NO-SHOWS:</b></td> <td></td> <td></td> </tr> </table>		Subscription	9,000	41 %	Pre-booked	439	2 %	Reservation	12,362	56 %	Demand-Response	149	0 %	<b>UNACCOMMODATED TRIP REQUESTS:</b>			<b>CANCELLED TRIPS:</b>		138	<b>NO-SHOWS:</b>			<b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> Yes	
Subscription	9,000	41 %																								
Pre-booked	439	2 %																								
Reservation	12,362	56 %																								
Demand-Response	149	0 %																								
<b>UNACCOMMODATED TRIP REQUESTS:</b>																										
<b>CANCELLED TRIPS:</b>		138																								
<b>NO-SHOWS:</b>																										

V E H I C L E S										E M P L O Y E E S									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										2									
Purpose-Built										1									
Other										1									
TOTAL VEHICLES: 3										TOTAL: 4 1									
OWNERSHIP: Municipality										OPERATORS UNION: N/A									
MAINTENANCE: Contracted Out										CONVENTIONAL UNION: N/A									
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +										(Conventional)									
Peak Day 2 2 2 2 2 2 2 2										Operators \$15.25 \$13.25									
Saturday 1 1 1 1 1 1 1 1										Maintenance N/A N/A									
Sunday																			
Holidays																			
ANNUAL KILOMETRES:										SERVICE UTILIZATION									
Revenue 58,355										Trips/Hour 3.94									
Total 58,355										Kilometres/Hour 11.7									
ANNUAL HOURS:										Average Kilometres/Trip 2.98									
Revenue 4,972										Trips/Registrant 37.56									
Total 5,384										Unaccommodated Trip Requests - %									
IS NON-DEDICATED										Cancellations 0.71 %									
SERVICE AVAILABLE? No										No-Shows - %									
NUMBER OF OPERATORS: -										VEHICLE UTILIZATION									
PAYMENT METHOD:										(Dedicated Service Only)									
Flat Rate/Trip										Revenue Hours/Vehicle 1,657									
Per Hour										Kilometres/Vehicle 19,451									
Per Kilometre																			
METER RATE																			
PAYMENT VERIFICATION:																			
</																			

NIAGARA FALLS NIAGARA CHAIR-A-VAN  SERVICE OPERATED BY:	MUNICIPAL CONTACT: TERRY LIBROCK (416) 356-1179  OPERATIONS CONTACT:	SERVICE STARTED IN: JULY 1977 POPULATION SERVED: 72,100 SERVICE AREA (ha): 21,165  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 7																								
REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other  ELIGIBILITY COMMITTEE? Yes MEMBERS? 1	FINANCIAL  OPERATING COSTS AND REVENUES:  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$126,111</td> <td>\$7,717</td> </tr> <tr> <td>TOTAL:</td> <td>\$126,111</td> <td>\$7,373</td> </tr> <tr> <td>NET OPERATING COST:</td> <td></td> <td>\$15,090</td> </tr> <tr> <td>Provincial Share</td> <td></td> <td>\$111,021</td> </tr> <tr> <td>Municipal Share</td> <td></td> <td>\$63,552</td> </tr> <tr> <td>Donations</td> <td></td> <td>\$47,469</td> </tr> <tr> <td></td> <td></td> <td>\$0</td> </tr> </table>	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$126,111	\$7,717	TOTAL:	\$126,111	\$7,373	NET OPERATING COST:		\$15,090	Provincial Share		\$111,021	Municipal Share		\$63,552	Donations		\$47,469			\$0	SERVICE  TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: Weekdays 0800 to 2300 Saturday 0800 to 1630 Sunday 0800 to 1630 Holidays to CALL-INS: Minimum 24 Hrs., No Max. Manually Computer
Dedicated	Oper. Cost	Revenue																								
Non-Dedicated	\$126,111	\$7,717																								
TOTAL:	\$126,111	\$7,373																								
NET OPERATING COST:		\$15,090																								
Provincial Share		\$111,021																								
Municipal Share		\$63,552																								
Donations		\$47,469																								
		\$0																								
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A  NUMBER OF REGISTRANTS: Eligible - Wheelchair 224 41% - Ambulatory 317 58% - Temporary Attendants/Companions Other (not eligible)	ANNUAL ONE-WAY TRIPS:  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td>4,700</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>5,004</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>9,704</td> <td>0</td> </tr> </table>	Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory	4,700		Attendants/Companions	5,004		Other (not eligible)			TOTAL:	9,704	0	METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Tickets & Punch Cards Adult \$0.95 Child 20/\$19.00 Student Senior Attendant Companion Other OTHER METHODS OF PAYING FARE:  COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same									
Eligible - Wheelchair	Dedicated	Non Ded.																								
- Ambulatory	4,700																									
Attendants/Companions	5,004																									
Other (not eligible)																										
TOTAL:	9,704	0																								
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually  COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No	TRIP TYPES: Subscription 970 10 % Pre-booked 970 10 % Reservation 7,666 79 % Demand-Response 97 1 % UNACCOMMODATED TRIP REQUESTS: 157 CANCELLED TRIPS: 1,488 NO-SHOWS: 284																									



V E H I C L E S										E M P L O Y E E S									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan	2	3	6	5.0	ANNUAL KILOMETRES:	80,834	Full Part	2	1	10	Operators	Office	1	1	10				
Modified Vans	1	4	6	5.0	ANNUAL HOURS:	4,843	IS NON-DEDICATED				Maintenance	Administration			7				
Small Buses					SERVICE AVAILABLE?	No	SERVICE AVAILABLE?												
Purpose-Built					NUMBER OF OPERATORS:	-	NUMBER OF OPERATORS:												
Other																			
TOTAL VEHICLES: 3										TOTAL: 2 1 10									
OWNERSHIP: Transit Commission										OPERATORS UNION: N/A									
MAINTENANCE: Transit Authority										CONVENTIONAL UNION: ATU Local 1582									
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:									
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	PAYMENT METHOD:											
1	1	1	2	2	1	1	1	Flat Rate/Trip											
Peak Day	1	1	1	1	1	1	1	Per Hour											
Saturday	1	1	1	1	1	1	1	Meter Rate											
Sunday	1	1	1	1	1	1	1	PAYMENT VERIFICATION:											
Holidays																			
PERFORMANCE INDICATORS										SERVICE UTILIZATION									
FINANCIAL										Trips/Hour									
R/C = Operating Revenue										0.0080									
Operating Cost										0.067									
Net Operating Cost/Capita										0.135									
Municipal Net Cost/Capita										-									
Share of Net Cost										-									
- provincial										%									
- Municipal										%									
(incl. Donations)										%									
EFFICIENCY (Dedicated Service Only)										VEHICLE UTILIZATION									
Cost/Hour										(Dedicated Service Only)									
\$26.04										Revenue Hours/Vehicle									
\$1.56										Kilometres/Vehicle									
\$0.259										1,614									
										26,944									

<p>NORTH BAY PARA-BUS</p> <p>SERVICE OPERATED BY: Municipality</p>	<p>MUNICIPAL CONTACT: TERRY BRENT (705) 474-0400</p> <p>OPERATIONS CONTACT: BETTY GIFFORD (705) 476-5530</p>	<p>SERVICE STARTED IN: JULY 1982</p> <p>POPULATION SERVED: 51,500</p> <p>SERVICE AREA (ha): 8,700</p> <p>ADVISORY COMMITTEE? Yes</p> <p>NUMBER OF MEMBERS: 10</p>																									
<p>REGISTRANTS</p> <p>LOCAL ELIGIBILITY CRITERION:          Unable to Board X          Unable to Use          Unable to Use With Dignity X          Other</p> <p>UNABLE TO WALK 175H</p> <p>ELIGIBILITY COMMITTEE? NO</p> <p>MEMBERS? 0</p> <p>NORTH BAY TRANSIT MANAGER</p> <p>REGISTRATION REQUIRED? Yes</p> <p>REGISTRATION CARDS? NO</p> <p>WAITING LIST? NO</p> <p>WAITING ON LIST? N/A</p> <p>NUMBER OF REGISTRANTS:          Eligible - Wheelchair 147 23%          - Ambulatory 475 75%          - Temporary 5 0%          Attendants/Companions          Other (not eligible) - %</p> <p>TOTAL: 627</p> <p>HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years</p> <p>COMPANIONS ALLOWED IF SPACE? Yes</p> <p>VISITORS ELIGIBLE? Yes</p>	<p>FINANCIAL</p> <p>OPERATING COSTS AND REVENUES:</p> <table border="1"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>\$242,722</td> <td>\$10,496</td> </tr> <tr> <td>Dedicated</td> <td>\$18,959</td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$242,722 \$29,455</td> </tr> </table> <p>NET OPERATING COST:          Provincial Share \$213,267          Municipal Share \$132,598          Donations \$80,669          \$14,250</p> <p>ANNUAL ONE-WAY TRIPS:</p> <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>10,364</td> <td>10,364</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>9,601</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td>357</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>20,322</td> <td>0</td> </tr> </table> <p>TRIP TYPES:          Subscription 9,500 46 %          Pre-booked 5,626 27 %          Reservation 4,896 24 %          Demand-Response 300 1 %          UNACCOMMODATED TRIP REQUESTS: 346          CANCELLED TRIPS: 2,017          NO-SHOWS: 136</p>	Oper. Cost	Revenue	\$242,722	\$10,496	Dedicated	\$18,959	Non-Dedicated		TOTAL:	\$242,722 \$29,455	Eligible - Wheelchair	Dedicated	Non Ded.	10,364	10,364		Attendants/Companions	9,601		Other (not eligible)	357		TOTAL:	20,322	0	<p>SERVICE</p> <p>TYPE: Door to Door          Curb to Curb X          Accessible Door</p> <p>HOURS OF SERVICE:          Weekdays 0730 to 1715          Saturday 0830 to 1630          Sunday to          Holidays to</p> <p>CALL-INS: Minimum 24 Hrs., Max. 7 Days          Manually Computer</p> <p>METHODS:          Registration X          Reservations X          Scheduling X          Dispatching</p> <p>FARE STRUCTURE:          Cash          Adult \$1.00          Child 10/\$10          Student \$1.00          Senior 10/\$10          Attendant \$1.00          Companion \$1.00          Other 10/\$10</p> <p>Tickets &amp; Punch Cards          Monthly Passes</p> <p>OTHER METHODS OF PAYING FARE:</p> <p>COMPARISON WITH CONVENTIONAL TRANSIT:          Conventional Hours Longer          Fare Structure Same</p>
Oper. Cost	Revenue																										
\$242,722	\$10,496																										
Dedicated	\$18,959																										
Non-Dedicated																											
TOTAL:	\$242,722 \$29,455																										
Eligible - Wheelchair	Dedicated	Non Ded.																									
10,364	10,364																										
Attendants/Companions	9,601																										
Other (not eligible)	357																										
TOTAL:	20,322	0																									



<p>OAKVILLE CARE-A-VAN</p> <p>SERVICE OPERATED BY: Municipality</p>	<p>MUNICIPAL CONTACT: T.L. BEATSON (416) 844-0881</p> <p>OPERATIONS CONTACT: ROY B. MCEWEN (416) 844-0881</p>	<p>SERVICE STARTED IN: JUNE 1980</p> <p>POPULATION SERVED: 106,000</p> <p>SERVICE AREA (ha): 7,000</p> <p>ADVISORY COMMITTEE? Yes</p> <p>NUMBER OF MEMBERS: 10</p>																								
<p><b>R E G I S T R A N T S</b></p> <p>LOCAL ELIGIBILITY CRITERION: X Unable to Board Unable to Use X Unable to Use With Dignity Other</p> <p>ELIGIBILITY COMMITTEE? Yes 3</p> <p>REGISTRATION REQUIRED? Yes</p> <p>REGISTRATION CARDS? Yes</p> <p>WAITING LIST? No</p> <p>WAITING ON LIST? N/A</p> <p>NUMBER OF REGISTRANTS: Eligible - Wheelchair 6 - Ambulatory - Temporary Attendants/Companions 3 Other (not eligible)</p> <p>TOTAL: 490</p> <p>HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually</p> <p>COMPANIONS ALLOWED IF SPACE? Yes</p> <p>VISITORS ELIGIBLE? Yes</p>	<p><b>F I N A N C I A L</b></p> <p>OPERATING COSTS AND REVENUES:</p> <table border="1"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>\$194,507</td> <td>\$10,171</td> </tr> <tr> <td>Dedicated</td> <td>\$509</td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$194,507</td> </tr> </table> <p>NET OPERATING COST: \$183,827 Provincial Share \$91,914 Municipal Share \$91,914 Donations \$165,240</p>	Oper. Cost	Revenue	\$194,507	\$10,171	Dedicated	\$509	Non-Dedicated		TOTAL:	\$194,507	<p><b>S E R V I C E</b></p> <p>TYPE: Door to Door Curb to Curb Accessible Door X</p> <p>HOURS OF SERVICE: 0700 to 1800 Weekdays to Saturday to Sunday to Holidays to</p> <p>CALL-INS: Minimum 24 Hrs., Max. 7 Days Manually Computer</p> <p>METHODS: Registrations X Reservations X Scheduling X Dispatching X</p> <p>FARE STRUCTURE: Cash Adult \$1.20 Child \$1.20 Student \$1.20 Senior \$1.20 Attendant \$1.20 Companion \$1.20 Other \$1.20</p> <p>Tickets &amp; Punch Cards Monthly Passes</p>														
Oper. Cost	Revenue																									
\$194,507	\$10,171																									
Dedicated	\$509																									
Non-Dedicated																										
TOTAL:	\$194,507																									
<p>ANNUAL ONE-WAY TRIPS:</p> <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>331</td> <td>3,985</td> <td>10</td> </tr> <tr> <td>67%</td> <td>4,965</td> <td></td> </tr> <tr> <td>1%</td> <td>553</td> <td></td> </tr> <tr> <td>- %</td> <td></td> <td></td> </tr> <tr> <td>0%</td> <td></td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>9,503</td> <td>10</td> </tr> </table> <p>TRIP TYPES: Subscription - % Pre-booked - % Reservation - % Demand-Response - %</p> <p>UNACCOMMODATED TRIP REQUESTS: 200</p> <p>CANCELLED TRIPS: 1,120</p> <p>NO-SHOWS: 36</p>	Eligible - Wheelchair	Dedicated	Non Ded.	331	3,985	10	67%	4,965		1%	553		- %			0%			Other (not eligible)			TOTAL:	9,503	10	<p>OTHER METHODS OF PAYING FARE:</p>	<p>COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same</p>
Eligible - Wheelchair	Dedicated	Non Ded.																								
331	3,985	10																								
67%	4,965																									
1%	553																									
- %																										
0%																										
Other (not eligible)																										
TOTAL:	9,503	10																								



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Typical Wheelchair	Typical Ambulatory	AVG. Age	ANNUAL KILOMETRES:		
Modified Vans					Revenue	79,767	
Small Buses	3	5	4	3.0	Total	79,767	
Purpose-Built	3	5	15	1.0	ANNUAL HOURS:		
Other					Revenue	5,040	
					Total	5,040	
TOTAL VEHICLES: 6				IS NON-DEDICATED SERVICE AVAILABLE? Yes			
				NUMBER OF OPERATORS: 1			
OWNERSHIP: Municipality				PAYMENT METHOD:			
MAINTENANCE: Municipality				Flat Rate/Trip			
FLEET DISTRIBUTION:				Per Hour			
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	Meter Rate			
Peak Day 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	Peak Day 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	Peak Day 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	Peak Day 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	X			
Saturday	Saturday	Saturday	Saturday	PAYMENT VERIFICATION:			
Sunday	Sunday	Sunday	Sunday	SAMPLE TRIPS BETWEEN			
Holidays	Holidays	Holidays	Holidays				

P E R F O R M A N C E I N D I C A T O R S				S E R V I C E U T I L I Z A T I O N			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue	5.4 %	Registrants/Capita	0.0050	Kilometres/Hour			
Operating Cost		Revenue Vehicle Hours/Capita	0.048	Average Kilometres/Trip			
Net Operating Cost/Capita	\$1.73	Trips/Capita	0.085	Trips/Registrant			
Municipal Net Cost/Capita	\$0.86	Trips by Non-Dedicated Service	0.11 %	Unaccommodated Trip Requests			
Share of Net Cost		EFFECTIVENESS		Cancellations			
- Provincial	50 %	Cost/Trip - Dedicated	\$21.73	No-Shows			
- Municipal	50 %	Cost/Trip - Non-Dedicated	-	VEHICLE UTILIZATION (Dedicated Service Only)			
(Incl. Donations)		LABOUR PRODUCTIVITY		Revenue Hours/Vehicle			
EFFICIENCY (Dedicated Service Only)		Hours/Operator	2,016	Kilometres/Vehicle			
Cost/Hour	\$38.59						
Cost/Kilometre	\$2.43						
Maintenance Cost/Kilometre	\$0.562						

<p>ORILLIA WHEELCHAIR LIMOUSINE SERVICE</p> <p>SERVICE OPERATED BY: Public Utility</p>	<p>MUNICIPAL CONTACT: GAIL BARRETT (705) 325-1311</p> <p>OPERATIONS CONTACT: STEVE SHANE (705) 326-7376</p>	<p>SERVICE STARTED IN: JUNE 1987</p> <p>POPULATION SERVED: 24,000</p> <p>SERVICE AREA (ha): 2,129</p>																																																												
<p>ADVISORY COMMITTEE? NUMBER OF MEMBERS:</p>		<p>SERVICE</p> <p>TYPE: Door to Door X Curb to Curb Accessible Door</p> <p>HOURS OF SERVICE: 0800 to 2000 Weekdays 1000 to 1700 Saturday to Holidays to</p> <p>CALL-INS: Minimum 24 Hrs., Max. 90 Days Manually Computer</p>																																																												
<p>REGISTRANTS</p> <p>LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other</p> <p>ELIGIBILITY COMMITTEE? Yes 3 MEMBERS?</p> <p>REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A</p> <p>NUMBER OF REGISTRANTS: Eligible - Wheelchair 355 88% - Ambulatory 44 11% - Temporary 1 0% Attendants/Companions - % Other (not eligible) - %</p> <p>TOTAL: 400</p>	<p>FINANCIAL</p> <p>OPERATING COSTS AND REVENUES:</p> <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$62,961</td> <td>\$3,716</td> </tr> <tr> <td>TOTAL:</td> <td>\$62,961</td> <td>\$1,312</td> </tr> <tr> <td>NET OPERATING COST:</td> <td></td> <td>\$5,028</td> </tr> <tr> <td>Provincial Share</td> <td></td> <td>\$57,933</td> </tr> <tr> <td>Municipal Share</td> <td></td> <td>\$32,332</td> </tr> <tr> <td>Donations</td> <td></td> <td>\$25,601</td> </tr> <tr> <td></td> <td></td> <td>\$0</td> </tr> </table> <p>ANNUAL ONE-WAY TRIPS:</p> <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>Attendants/Companions</td> <td>4,478</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td>200</td> <td></td> </tr> <tr> <td></td> <td>350</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>5,028</td> <td>0</td> </tr> </table> <p>TRIP TYPES: Subscription 520 10 % Pre-booked 350 6 % Reservation 3,920 77 % Demand-Response 238 4 %</p> <p>UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:</p>	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$62,961	\$3,716	TOTAL:	\$62,961	\$1,312	NET OPERATING COST:		\$5,028	Provincial Share		\$57,933	Municipal Share		\$32,332	Donations		\$25,601			\$0	Eligible - Wheelchair	Dedicated	Non Ded.	Attendants/Companions	4,478		Other (not eligible)	200			350		TOTAL:	5,028	0	<p>OTHER METHODS OF PAYING FARE:</p> <p>FARE STRUCTURE:</p> <table border="1"> <tr> <td>Adult</td> <td>Cash</td> <td>Tickets &amp;</td> </tr> <tr> <td>Child</td> <td>\$1.00</td> <td>Punch Cards</td> </tr> <tr> <td>Student</td> <td></td> <td>\$20.00</td> </tr> <tr> <td>Senior</td> <td></td> <td>Passes</td> </tr> <tr> <td>Attendant</td> <td></td> <td></td> </tr> <tr> <td>Companion</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table> <p>COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$0.80</p>	Adult	Cash	Tickets &	Child	\$1.00	Punch Cards	Student		\$20.00	Senior		Passes	Attendant			Companion			Other		
Dedicated	Oper. Cost	Revenue																																																												
Non-Dedicated	\$62,961	\$3,716																																																												
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Senior		Passes																																																												
Attendant																																																														
Companion																																																														
Other																																																														

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Time	Part Time	Shared	Volunteer
S-Wagon/Sedan	1	4	4	3	2	1	
Modified Vans					1		
Small Buses					2		
Purpose-Built Other					1		
TOTAL VEHICLES:	1		3.5				
ANNUAL KILOMETRES:				OPERATORS:			
Revenue				Office			
Total				Maintenance			
ANNUAL HOURS:				Administration			
Revenue				TOTAL:			
Total				1			
IS NON-DEDICATED				OPERATORS UNION:			
SERVICE AVAILABLE?				CONVENTIONAL UNION:			
NUMBER OF OPERATORS: -				N/A			
PAYMENT METHOD:				MAXIMUM WAGE RATES:			
Flat Rate/Trip				Operators			
Per Hour				Maintenance			
Per Kilometre				(\$10.00			
Meter Rate				14.25			
PAYMENT VERIFICATION:				(Conventional)			
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +				\$10.50			
Peak Day	1	1	1	N/A			
Saturday	1	1	1				
Sunday	1	1	1				
Holidays							
OWNERSHIP: Municipality				CBRT Local 307			
MAINTENANCE: Operator							
FLEET DISTRIBUTION:							
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +							
Peak Day	1	1	1				
Saturday	1	1	1				
Sunday	1	1	1				
Holidays							
SERVICE UTILIZATION				Trips/Hour			
Trips/Hour				Kilometres/Hour			
Kilometres/Hour				Average Kilometres/Trip			
Average Kilometres/Trip				Trips/Registrant			
Trips/Registrant				Unaccommodated Trip Requests			
Unaccommodated Trip Requests				Cancellations			
Cancellations				No-Shows			
No-Shows							
VEHICLE UTILIZATION				Revenue Hours/Vehicle			
Revenue Hours/Vehicle				Kilometres/Vehicle			
Kilometres/Vehicle							

OSHAUA HANDI-TRANSIT  SERVICE OPERATED BY: Public Utility  MUNICIPAL CONTACT: I. SCHAFER (416) 725-7351  OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222  SERVICE STARTED IN: JANUARY 1974 POPULATION SERVED: 122,000 SERVICE AREA (ha): 6,216  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10	<b>R E G I S T R A N T S</b>  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other  ELIGIBILITY COMMITTEE? No MEMBERS? 0 Eligibility Determined By Staff  REGISTRATION REQUIRED? No REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL: 0		<b>F I N A N C I A L</b>  OPERATING COSTS AND REVENUES:  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$535,782</td> <td>\$21,780</td> </tr> <tr> <td></td> <td></td> <td>\$158,721</td> </tr> </table> TOTAL: \$535,782 \$180,501  NET OPERATING COST: Provincial Share \$355,281 Municipal Share \$241,901 Donations \$113,380 \$49  ANNUAL ONE-WAY TRIPS: - % Eligible - Wheelchair 25,036 Dedicated Non Ded. - % - Ambulatory 7,679 - % Attendants/Companions 4,387 - % Other (not eligible) TOTAL: 37,102 0  TRIP TYPES: Subscription 12,156 32 % Pre-booked 4,306 11 % Reservation 7,284 19 % Demand-Response 8,968 24 % UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$535,782	\$21,780			\$158,721
Dedicated	Oper. Cost	Revenue										
Non-Dedicated	\$535,782	\$21,780										
		\$158,721										
<b>S E R V I C E</b>  TYPE: Door to Door Curb to Curb Accessible Door X  HOURS OF SERVICE: Weekdays 0730 to 2300 Saturday 0800 to 2300 Sunday 0930 to 2200 Holidays 0830 to 1700  CALL-INS: Minimum 1 Hrs., Max. 3 Days Manually Computer		<b>METHODS:</b> Registrations X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Adult \$1.00 \$1.00 Child \$1.00 \$1.00 Student \$1.00 \$1.00 Senior \$1.00 \$1.00 Attendant \$1.00 \$1.00 Companion \$1.00 \$1.00 Other  OTHER METHODS OF PAYING FARE: AGENCY CONTRACTS, MONTHLY BILLING COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Different, \$1.15										



V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	ANNUAL KILOMETRES:	Full Time	Part Time	Shared Volunteer		
8	5	4	5.0	Revenue 15,982	5	2			
				Total 16,776	3	1			
IS NON-DEDICATED									
SERVICE AVAILABLE?									
NUMBER OF OPERATORS: -									
TOTAL VEHICLES: 8					TOTAL: 9 3				
OWNERSHIP: Municipality					OPERATORS UNION: N/A				
MAINTENANCE: Contracted Out					CONVENTIONAL UNION: TBEW Local 636				
FLEET DISTRIBUTION:					MAXIMUM WAGE RATES:				
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +		
6	6	4	7	7	1	1			
Peak Day									
Saturday									
Sunday									
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MAINTENANCE: Contracted Out					CONVENTIONAL UNION: TBEW Local 636				
FLEET									

<p>OTTAWA PARA TRANSP</p> <p>SERVICE OPERATED BY: Transit Commission</p> <p>MUNICIPAL CONTACT: PAT LARKIN (613) 748-4406</p> <p>OPERATIONS CONTACT: PAT LARKIN (613) 748-4406</p> <p>SERVICE STARTED IN: 1974</p> <p>POPULATION SERVED: 568,000</p> <p>SERVICE AREA (ha): 34,000</p> <p>ADVISORY COMMITTEE? Yes</p> <p>NUMBER OF MEMBERS: 12</p>	<p><b>FINANCIAL</b></p> <p>OPERATING COSTS AND REVENUES:</p> <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$8,606,000</td> <td>\$576,000</td> </tr> <tr> <td></td> <td></td> <td>\$1,000</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$8,606,000</b></td> <td><b>\$577,000</b></td> </tr> </table> <p>NET OPERATING COST: Provincial Share \$8,029,000 Municipal Share \$4,063,000 Donations \$3,966,000 \$0</p>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$8,606,000	\$576,000			\$1,000	<b>TOTAL:</b>	<b>\$8,606,000</b>	<b>\$577,000</b>	<p><b>REGISTRANTS</b></p> <p>LOCAL ELIGIBILITY CRITERION: X Unable to Board X Unable to Use X Unable to Use With Dignity Other</p> <p>ELIGIBILITY COMMITTEE? No</p> <p>MEMBERS? 0</p> <p>Eligibility Determined By Staff</p> <p>REGISTRATION REQUIRED? Yes</p> <p>REGISTRATION CARDS? No</p> <p>WAITING LIST? No</p> <p>WAITING ON LIST? N/A</p> <p>NUMBER OF REGISTRANTS: Eligible - Wheelchair 4,610 30% - Ambulatory 9,390 62% - Temporary 787 5% Attendants/Companions 201 1% Other (not eligible) - %</p> <p><b>TOTAL:</b> 14,988</p> <p>HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years</p> <p>COMPANIONS ALLOWED IF SPACE? Yes</p> <p>VISITORS ELIGIBLE? No</p>																
Dedicated	Oper. Cost	Revenue																													
Non-Dedicated	\$8,606,000	\$576,000																													
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<b>TOTAL:</b>	<b>\$8,606,000</b>	<b>\$577,000</b>																													
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<b>TOTAL:</b>	<b>472,130</b>	<b>0</b>																													
<p><b>SERVICE</b></p> <p>TYPE: Door to Door Curb to Curb Accessible Door X</p> <p>HOURS OF SERVICE: Weekdays 0630 to 2430 Saturday 0630 to 2430 Sunday 0630 to 2430 Holidays 0630 to 2430</p> <p>CALL-INS: No Minimum, Max. 1 Days</p> <p>METHODS: Manually Computer</p>		<p><b>FARE STRUCTURE:</b></p> <table border="1"> <tr> <td>Adult</td> <td>\$0.90</td> <td>Tickets &amp; Punch Cards</td> <td>Monthly Passes</td> </tr> <tr> <td>Child</td> <td>\$0.90</td> <td></td> <td></td> </tr> <tr> <td>Student</td> <td>\$0.90</td> <td></td> <td></td> </tr> <tr> <td>Senior</td> <td>\$0.90</td> <td></td> <td></td> </tr> <tr> <td>Attendee</td> <td>\$0.90</td> <td></td> <td></td> </tr> <tr> <td>Companion</td> <td>\$0.90</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td>\$0.90</td> <td></td> <td></td> </tr> </table> <p>OTHER METHODS OF PAYING FARE: PEAK PERIOD FARES: AM \$2.30, PM \$ COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Same Fare Structure Same</p>		Adult	\$0.90	Tickets & Punch Cards	Monthly Passes	Child	\$0.90			Student	\$0.90			Senior	\$0.90			Attendee	\$0.90			Companion	\$0.90			Other	\$0.90		
Adult	\$0.90	Tickets & Punch Cards	Monthly Passes																												
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Student	\$0.90																														
Senior	\$0.90																														
Attendee	\$0.90																														
Companion	\$0.90																														
Other	\$0.90																														



OWEN SOUND SPECIALIZED MOBILITY TRANSIT		MUNICIPAL CONTACT: JIM COBURN (519) 376-1440		SERVICE STARTED IN: JUNE 1988 POPULATION SERVED: 20,000 SERVICE AREA (ha): 2,367	
SERVICE OPERATED BY: Public Utility		OPERATIONS CONTACT: W.A.F. MAGLE (519) 376-5712		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 7	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other		OPERATING COSTS AND REVENUES:  Oper. Cost \$88,809 Revenue \$9,910 Dedicated Non-Dedicated TOTAL: \$88,809 \$9,910 NET OPERATING COST: Provincial Share \$78,899 Municipal Share \$49,780 Donations \$29,119 \$0		TYPE: Door to Door X Curb to Curb Accessible Door HOURS OF SERVICE: 0800 to 2400 Weekdays 1200 to 1700 Saturday 1000 to 1500 Sunday Holidays to CALL-INS: No Minimum, No Max. Manually Computer	
ELIGIBILITY COMMITTEE? Yes MEMBERS: 3				METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Tickets & Punch Cards Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other \$1.00 OTHER METHODS OF PAYING FARE:	
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A				MONTHLY Passes \$30.00 \$15.00 \$22.00 \$22.00	
NUMBER OF REGISTRANTS: Eligible - Wheelchair 198 47% - Ambulatory 217 51% - Temporary 6 1% Attendants/Companions - % Other (not eligible) - %		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 2,993 Dedicated Non Ded. - Ambulatory 6,368 Attendants/Companions 568 456 Other (not eligible) TOTAL: 9,929 456			
TOTAL: 421					
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: At Least Annually		TRIP TYPES: Subscription 1,500 15 % Pre-booked - % Reservation - % Demand-Response 8,885 89 % UNACCOMMODATED TRIP REQUESTS: - % CANCELLED TRIPS:		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Shorter Fare Structure Same	
COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No					





<b>PARIS COMMUNITY VAN SERVICE</b>  <b>SERVICE OPERATED BY:</b> Hospital		<b>MUNICIPAL CONTACT:</b> GLORIA TAYLOR (519) 442-6324  <b>OPERATIONS CONTACT:</b> LYNDA TRIMBLE (519) 442-2251		<b>SERVICE STARTED IN:</b> OCTOBER 1978 <b>POPULATION SERVED:</b> 8,667 <b>SERVICE AREA (ha):</b> 1,121  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 19														
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Determined By Med./Health Prof.  <b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 101 58% - Ambulatory 70 40% - Temporary 3 1% Attendants/Companions - % Other (not eligible) - %		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$46,900</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$46,900</b></td> <td><b>\$0</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$46,900 Municipal Share \$23,859 Donations \$23,041 \$0		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$46,900		<b>TOTAL:</b>	<b>\$46,900</b>	<b>\$0</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X  <b>HOURS OF SERVICE:</b> 0900 to 1600 Weekdays to Saturday to Sunday to Holidays to  <b>CALL-INS:</b> Minimum 6 Hrs., Max. 60 Days Manually Computer					
Dedicated	Oper. Cost	Revenue																
Non-Dedicated	\$46,900																	
<b>TOTAL:</b>	<b>\$46,900</b>	<b>\$0</b>																
<b>ANNUAL ONE-WAY TRIPS:</b>  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td>3,852</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>522</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>4,374</b></td> <td><b>0</b></td> </tr> </table> <b>TRIP TYPES:</b> Subscription - % Pre-booked 1,156 26 % Reservation 2,311 52 % Demand-Response 385 8 % UNACCOMMODATED TRIP REQUESTS: 25 CANCELLED TRIPS: 100 NO-SHOWS: 20		Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory	3,852		Attendants/Companions	522		Other (not eligible)			<b>TOTAL:</b>	<b>4,374</b>	<b>0</b>	<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Adult Child Student Senior Attendant Companion Other  <b>OTHER METHODS OF PAYING FARE:</b>  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Shorter Fare Structure Different, \$2.25 Monthly Passes	
Eligible - Wheelchair	Dedicated	Non Ded.																
- Ambulatory	3,852																	
Attendants/Companions	522																	
Other (not eligible)																		
<b>TOTAL:</b>	<b>4,374</b>	<b>0</b>																
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually  <b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No																		



PEEL TRANSHELP  SERVICE OPERATED BY: Municipality	MUNICIPAL CONTACT: NORMAN R. McLEOD (416) 568-0094  OPERATIONS CONTACT: NORMAN R. McLEOD (416) 568-0094	SERVICE STARTED IN: APRIL 1981 POPULATION SERVED: 678,000 SERVICE AREA (ha): 75,897  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 8															
REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other	FINANCIAL  OPERATING COSTS AND REVENUES:  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$2,047,693</td> <td>\$70,837</td> </tr> <tr> <td></td> <td>\$744,475</td> <td>\$54,375</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$2,792,168</b></td> <td><b>\$125,212</b></td> </tr> </table> NET OPERATING COST: Provincial Share \$2,666,956 Municipal Share \$1,373,606 Donations \$1,247,722 \$1,710	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$2,047,693	\$70,837		\$744,475	\$54,375	<b>TOTAL:</b>	<b>\$2,792,168</b>	<b>\$125,212</b>	SERVICE  TYPE: Door to Door Curb to Curb Accessible Door X  HOURS OF SERVICE: Weekdays 0730 to 2330 Saturday 0900 to 2330 Sunday 0900 to 1700 Holidays 0900 to 1700  CALL-INS: Minimum 48 Hrs., Max. 14 Days Manually Computer			
Dedicated	Oper. Cost	Revenue															
Non-Dedicated	\$2,047,693	\$70,837															
	\$744,475	\$54,375															
<b>TOTAL:</b>	<b>\$2,792,168</b>	<b>\$125,212</b>															
ELIGIBILITY COMMITTEE? No MEMBERS? 0 Eligibility Determined By Staff  REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A  NUMBER OF REGISTRANTS: Eligible - Wheelchair 864 41% 1,017 48% - Ambulatory 200 9% - Temporary Attendants/Companions Other (not eligible)	ANNUAL ONE-WAY TRIPS:  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td>43,540</td> <td>20,354</td> </tr> <tr> <td>Attendants/Companions</td> <td>57,769</td> <td>27,005</td> </tr> <tr> <td>Other (not eligible)</td> <td>10,682</td> <td>4,993</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>111,991</b></td> <td><b>52,352</b></td> </tr> </table> TRIP TYPES: Subscription 60,783 54 % Pre-booked 65,585 58 % Reservation 20,813 18 % Demand-Response 1,487 1 % UNACCOMMODATED TRIP REQUESTS: 4,088 CANCELLED TRIPS: 11,044 NO-SHOWS: 1,610	Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory	43,540	20,354	Attendants/Companions	57,769	27,005	Other (not eligible)	10,682	4,993	<b>TOTAL:</b>	<b>111,991</b>	<b>52,352</b>	METHODS: Registration X Reservations X Scheduling X Dispatching  FARE STRUCTURE: Cash Adult \$1.15 Child \$1.00 Senior 10/\$9.00 Attendant Companion Other  OTHER METHODS OF PAYING FARE: ANNUAL SENIORS PASS \$5.00 COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure Longer Same
Eligible - Wheelchair	Dedicated	Non Ded.															
- Ambulatory	43,540	20,354															
Attendants/Companions	57,769	27,005															
Other (not eligible)	10,682	4,993															
<b>TOTAL:</b>	<b>111,991</b>	<b>52,352</b>															



[illegible]

<b>PEMBROKE</b> <b>PEMBROKE HANDI-BUS</b>		<b>MUNICIPAL CONTACT:</b> BARRY CHURCH (613) 735-3675		<b>SERVICE STARTED IN:</b> AUGUST 1989 <b>POPULATION SERVED:</b> 25,000 <b>SERVICE AREA (ha):</b> N/A	
<b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>OPERATIONS CONTACT:</b> ART GALLAGHER (613) 735-6998		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 10	
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  Oper. Cost Revenue \$72,888 \$11,882 Dedicated Non-Dedicated TOTAL: \$72,888 \$11,882 NET OPERATING COST: Provincial Share \$61,006 Municipal Share \$38,180 Donations \$0 \$44,649		<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door X Curb to Curb X Accessible Door X <b>HOURS OF SERVICE:</b> 0830 to 1630 Weekdays to Saturday to Sunday to Holidays to <b>CALL-INS:</b> Minimum 24 Hrs., No Max. Manually Computer	
<b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 2 Determined By Med./Health Prof.		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 31% 930 - Ambulatory 66% 4,247 Attendants/Companions 1% 871 Other (not eligible) - 269 <b>TOTAL:</b> 6,317		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X <b>FARE STRUCTURE:</b> Cash Tickets & Monthly Passes Adult \$2.00 \$20.00 Child \$2.00 \$20.00 Student \$2.00 \$20.00 Senior \$2.00 \$20.00 Attendant \$2.00 Companion \$2.00 Other	
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>TRIP TYPES:</b> Subscription 780 Pre-booked Reservation 2,175 Demand-Response 950 <b>UNACCOMMODATED TRIP REQUESTS:</b> 245 <b>CANCELLED TRIPS:</b> 2 <b>NO-SHOWS:</b>		<b>OTHER METHODS OF PAYING FARE:</b>  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Shorter Fare Structure Different, \$1.10	
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 78 - Ambulatory 164 - Temporary 3 Attendants/Companions Other (not eligible)		<b>TOTAL:</b> 245		<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually	
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes No					

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other				NUMBER OF EMPLOYEES: Full Time    Part Time    Shared    Volunteer			
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age				
2	5	6	5.0				
ANNUAL KILOMETRES: Revenue Total				1,708 2,080			
ANNUAL HOURS: Revenue Total				1,708 2,080			
IS NON-DEDICATED SERVICE AVAILABLE?				No			
NUMBER OF OPERATORS:				-			
TOTAL VEHICLES:				2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
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6-9	9-11	11-2	12 +	(Conventional)			
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Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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6-9	9-11	11-2	12 +	(Conventional)			
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Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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Saturday							
Sunday							
Holidays							
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MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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6-9	9-11	11-2	12 +	(Conventional)			
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Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
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Peak Day				N/A			
Saturday							
Sunday							
Holidays							
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FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1	1	1	\$13.43			
Peak Day				N/A			
Saturday							
Sunday							
Holidays							
TOTAL VEHICLES:				TOTAL: 2			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 24			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	12 +	(Conventional)			
1	1						

PETERBOROUGH HANDI VAN  SERVICE OPERATED BY: Municipality	MUNICIPAL CONTACT: BARB HOGG (705) 748-8895  OPERATIONS CONTACT: WILLIAM PACKER (705) 748-8895	SERVICE STARTED IN: SEPTEMBER 1979 POPULATION SERVED: 65,000 SERVICE AREA (ha): 5,322	ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10															
REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other	FINANCIAL  OPERATING COSTS AND REVENUES:  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$241,899</td> <td>\$45,432</td> </tr> <tr> <td></td> <td>\$4,464</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$246,363</b></td> <td><b>\$45,432</b></td> </tr> </table> NET OPERATING COST: Provincial Share \$200,931 Municipal Share \$246,363 Donations \$45,432 \$0	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$241,899	\$45,432		\$4,464		<b>TOTAL:</b>	<b>\$246,363</b>	<b>\$45,432</b>	S E R V I C E  TYPE: Door to Door X Curb to Curb Accessible Door OF SERVICE: Weekdays 0715 to 2315 Saturday 0715 to 2315 Sunday 0930 to 2000 Holidays to CALL-INS: Minimum 24 Hrs., Max. 7 Days <u>Manually</u> <u>Computer</u>	METHODS: Registration X Reservations X Scheduling X Dispatching X FARE STRUCTURE: Cash Adult \$1.05 Child \$0.75 Student \$1.05 Senior \$1.05 Attendant \$1.05 Companion \$1.05 Other OTHER METHODS OF PAYING FARE: Tickets & Punch Cards Monthly Passes \$38.00 \$18.50 \$29.50 \$9.00			
Dedicated	Oper. Cost	Revenue																
Non-Dedicated	\$241,899	\$45,432																
	\$4,464																	
<b>TOTAL:</b>	<b>\$246,363</b>	<b>\$45,432</b>																
ELIGIBILITY COMMITTEE? No MEMBERS? 0 Eligibility Determined By Staff REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A NUMBER OF REGISTRANTS: Eligible - Wheelchair 305 - Ambulatory 620 - Temporary 2 Attendants/Companions Other (not eligible)	ANNUAL ONE-WAY TRIPS:  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td>16,640</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>32,760</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>49,400</b></td> <td><b>0</b></td> </tr> </table> TRIP TYPES: Subscription - % Pre-booked - % Reservation - % Demand-Response - % UNACCOMMODATED TRIP REQUESTS: 4,113 CANCELLED TRIPS: NO-SHOWS:	Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory	16,640		Attendants/Companions	32,760		Other (not eligible)			<b>TOTAL:</b>	<b>49,400</b>	<b>0</b>	COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure Shorter Same	COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? Yes
Eligible - Wheelchair	Dedicated	Non Ded.																
- Ambulatory	16,640																	
Attendants/Companions	32,760																	
Other (not eligible)																		
<b>TOTAL:</b>	<b>49,400</b>	<b>0</b>																





PORT HOPE NO RETURN COMPLETED FOR 1990		MUNICIPAL CONTACT:  OPERATIONS CONTACT:		SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha):		N/A N/A											
SERVICE OPERATED BY:		ADVISORY COMMITTEE? NUMBER OF MEMBERS:															
<b>R E G I S T R A N T S</b>  LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Unable to Use With Dignity Other		X  No 0															
ELIGIBILITY COMMITTEE? MEMBERS?		No 0															
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?		No No No N/A															
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		- % - % - % - % - %															
TOTAL:		0															
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		0															
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		No No															
<b>F I N A N C I A L</b>  OPERATING COSTS AND REVENUES:  <table border="1"> <thead> <tr> <th></th> <th>Oper. Cost</th> <th>Revenue</th> </tr> </thead> <tbody> <tr> <td>Dedicated</td> <td></td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$0</td> <td>\$0</td> </tr> </tbody> </table> NET OPERATING COST: Provincial Share Municipal Share Donations					Oper. Cost	Revenue	Dedicated			Non-Dedicated			TOTAL:	\$0	\$0	\$0 \$0 \$0 \$0	
	Oper. Cost	Revenue															
Dedicated																	
Non-Dedicated																	
TOTAL:	\$0	\$0															
ANNUAL ONE-WAY TRIPS:  Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible)				Dedicated Non Ded.													
TOTAL:				0      0													
TRIP TYPES: Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:				- % - % - % - % -													
<b>S E R V I C E</b>  TYPE: Door to Door Curb to Curb Accessible Door HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: Minimum 0 Hrs., Max. 0 Days Manually    Computer				METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Cash Tickets & Punch Cards Monthly Passes													
OTHER METHODS OF PAYING FARE:  Adult Child Student Senior Attendant Companion Other																	
COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure				N/A N/A													

V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	NUMBER OF EMPLOYEES:				
					Full Time				
					Part Time				
					Shared				
					Volunteer				
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
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Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				
Saturday					Operators N/A				
Sunday					Maintenance N/A				
Holidays									
TOTAL VEHICLES: 0					TOTAL:				
OWNERSHIP: MAINTENANCE:					OPERATORS UNION: N/A				
FLEET DISTRIBUTION:					CONVENTIONAL UNION: N/A				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					MAXIMUM WAGE RATES:				
Peak Day					(Conventional)				

<b>RENFREW</b> <b>SUNSHINE COACH SERVICE</b>  <b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>MUNICIPAL CONTACT:</b> <b>BILL MCMAHON</b> (613) 432-4848  <b>OPERATIONS CONTACT:</b> <b>DOUG HEADRICK</b> (613) 432-2134		<b>SERVICE STARTED IN:</b> <b>MARCH 1985</b> <b>POPULATION SERVED:</b> 12,756 <b>SERVICE AREA (ha):</b> 92,103  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 5																									
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board Unable to Use Unable to Use With Dignity Other		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$115,562</td> <td>\$64,152</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$115,562</b></td> <td><b>\$64,152</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share Municipal Share Donations		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$115,562	\$64,152	<b>TOTAL:</b>	<b>\$115,562</b>	<b>\$64,152</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X  <b>HOURS OF SERVICE:</b> Weekdays 08:30 to 16:30 Saturday 10:00 to 15:30 Sunday 11:00 to 16:00 Holidays to  <b>CALL-INS:</b> No Minimum, No Max. Manually Computer																
Dedicated	Oper. Cost	Revenue																											
Non-Dedicated	\$115,562	\$64,152																											
<b>TOTAL:</b>	<b>\$115,562</b>	<b>\$64,152</b>																											
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Determined By Med./Health Prof.		<b>ANNUAL ONE-WAY TRIPS:</b> <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>90</td> <td>3,776</td> <td></td> </tr> <tr> <td>23%</td> <td>2,194</td> <td></td> </tr> <tr> <td>2%</td> <td>1,104</td> <td></td> </tr> <tr> <td>- %</td> <td></td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td></td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>7,074</b></td> <td><b>0</b></td> </tr> </table>		Eligible - Wheelchair	Dedicated	Non Ded.	90	3,776		23%	2,194		2%	1,104		- %			Attendants/Companions			Other (not eligible)			<b>TOTAL:</b>	<b>7,074</b>	<b>0</b>	<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Adult \$2.25 10/\$22.50 Child \$2.25 10/\$22.50 Student \$2.25 10/\$22.50 Senior \$2.25 10/\$22.50 Attendant Companion Other OTHER METHODS OF PAYING FARE:	
Eligible - Wheelchair	Dedicated	Non Ded.																											
90	3,776																												
23%	2,194																												
2%	1,104																												
- %																													
Attendants/Companions																													
Other (not eligible)																													
<b>TOTAL:</b>	<b>7,074</b>	<b>0</b>																											
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>TRIP TYPES:</b> Subscription Pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours No Conv. Service Fare Structure No Conv. Service																									
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years  <b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No		Monthly Passes																									
<b>TOTAL:</b> 390																													



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Time	Part Time	Shared	Volunteer
1	2	3	2.0	2,894	1		
1	4	8	6.0	3,700			
Purpose-Built Other							
TOTAL VEHICLES: 2				TOTAL: 3			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: N/A			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9 2	9-11 2	11-2 2	4-6 2	6-9 12 +	(Conventional)		
Peak Day	2	2	2	2	Operators	\$8.50	N/A
Saturday	1	1	1	1	Maintenance	N/A	N/A
Sunday	1	1	1	1			
Holidays							
ANNUAL KILOMETRES:							
Revenue	59,482						
Total	60,232						
ANNUAL HOURS:							
Revenue	2,894						
Total	3,700						
IS NON-DEDICATED SERVICE AVAILABLE? NO							
NUMBER OF OPERATORS: -							
PAYMENT METHOD:							
Flat Rate/Trip							
Per Hour							
Meter Rate							
PAYMENT VERIFICATION:							

RICHMOND HILL RICHMOND HILL MOBILITY BUS	MUNICIPAL CONTACT: W.J. NEWTON (416) 737-4150	SERVICE STARTED IN: JUNE 1980 POPULATION SERVED: 78,000 SERVICE AREA (ha): 1,950
SERVICE OPERATED BY: Municipality	OPERATIONS CONTACT: AVIS EVANS (416) 737-4150	ADVISORY COMMITTEE? NUMBER OF MEMBERS: Yes 7

R E G I S T R A N T S	F I N A N C I A L	S E R V I C E
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE: Door to Door Curb to Curb Accessible Door X
Unable to Board X Unable to Use Unable to Use With Dignity X Other	Oper. Cost Revenue \$133,588 \$5,862 Dedicated \$7,600 \$750 Non-Dedicated TOTAL: \$141,188 \$6,612	HOURS OF SERVICE: 0700 to 1900 Weekdays to Saturday to Sunday to Holidays to
ELIGIBILITY COMMITTEE? Yes MEMBERS? 2 Determined By Med./Health Prof.	NET OPERATING COST: Provincial Share \$134,576 Municipal Share \$67,288 Donations \$100	CALL-INS: No Minimum, Max. 30 Days Manually Computer
REGISTRATION REQUIRED? Yes REGISTRATION CARDS? Yes WAITING LIST? No WAITING ON LIST? N/A	ANNUAL ONE-WAY TRIPS:	METHODS: Registration X Reservations X Scheduling X Dispatching X
NUMBER OF REGISTRANTS: Eligible - Wheelchair 205 610 - % - % - % Attendants/Companions Other (not eligible)	Dedicated Non Ded. Eligible - Wheelchair 2,477 186 6,937 994 Attendants/Companions 495 62 Other (not eligible) TOTAL: 9,909 1,242	FARE STRUCTURE: Cash Tickets & Punch Cards Adult \$1.00 Monthly Passes Child \$0.60 Student \$0.75 Senior \$0.60
TOTAL: 815	TRIP TYPES:	Companion Other
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Every 2 or 3 Years	Subscription 1,338 13 % Pre-booked 4,906 49 % Reservation 4,460 45 % Demand-Response 446 4 % UNACCOMMODATED TRIP REQUESTS: 110 CANCELLED TRIPS: 550 NO-SHOWS:	OTHER METHODS OF PAYING FARE: ATTENDANTS, COMPAN'S PAY APPLICABLE COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same



<b>SARNIA</b> <b>SARNIA CARE-A-VAN</b>		<b>MUNICIPAL CONTACT:</b> LORRAINE OLIVER (519) 336-3271		<b>SERVICE STARTED IN:</b> APR. 1981 <b>POPULATION SERVED:</b> 73,798 <b>SERVICE AREA (ha):</b> 5,154	
<b>SERVICE OPERATED BY:</b> Municipality		<b>OPERATIONS CONTACT:</b> JIM STEVENS (519) 336-3789		<b>ADVISORY COMMITTEE?</b> <b>NUMBER OF MEMBERS:</b>	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>															
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>\$285,681</td> <td>\$24,763</td> </tr> <tr> <td></td> <td>\$98,394</td> </tr> <tr> <td><b>Dedicated</b></td> <td></td> </tr> <tr> <td><b>Non-Dedicated</b></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$123,157</b></td> </tr> </table>		Oper. Cost	Revenue	\$285,681	\$24,763		\$98,394	<b>Dedicated</b>		<b>Non-Dedicated</b>		<b>TOTAL:</b>	<b>\$123,157</b>	<b>TYPE:</b> Door to Door Curb to Curb Accessible Door X		<b>HOURS OF SERVICE:</b> 07:30 to 21:15 Weekdays Saturday 09:30 to 17:15 Sunday to Holidays to	
Oper. Cost	Revenue																		
\$285,681	\$24,763																		
	\$98,394																		
<b>Dedicated</b>																			
<b>Non-Dedicated</b>																			
<b>TOTAL:</b>	<b>\$123,157</b>																		
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Eligibility Determined By Staff		<b>NET OPERATING COST:</b> Provincial Share \$162,524 Municipal Share \$105,182 Donations \$57,342 <b>\$25,000</b>		<b>CALL-INS:</b> Minimum 24 Hrs., Max. 6 Days Manually Computer															
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 3,156 Ambulatory 18,164 Attendants/Companions 1,239 Other (not eligible)		<b>METHODS:</b> Registrations X Reservations X Scheduling X Dispatching X															
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 35% Ambulatory 64% Temporary - % Attendants/Companions - % Other (not eligible) - %		<b>TOTAL:</b> 22,559		<b>FARE STRUCTURE:</b> Cash Adult \$1.00 Child \$0.65 Student \$0.65 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other															
<b>TOTAL:</b> 1,041		<b>TOTAL:</b> 0		<b>Tickets &amp; Punch Cards</b> Monthly Passes \$38.00 \$24.00 \$24.00 \$38.00 \$38.00															
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years		<b>TRIP TYPES:</b> Subscription 7,896 Pre-booked 7,896 Reservation 6,767 Demand-Response		<b>OTHER METHODS OF PAYING FARE:</b>															
<b>COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?</b> Yes Yes		<b>UNACCOMMODATED TRIP REQUESTS:</b> 451 <b>CANCELLED TRIPS:</b> 1,579 <b>NO-SHOWS:</b> 225		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same															



V E H I C L E S				A N N U A L K I L O M E T R E S :				E M P L O Y E E S	
VEHICLE TYPES:				Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan								Full Time	Part Time
Modified Vans								4	
Small Buses				5	3	8	3.5	Operators	
Purpose-Built								Office	
Other								Maintenance	
TOTAL VEHICLES:				5				Administration	1
								TOTAL:	5
								OPERATORS UNION:	CBRT&GW Local 184
								CONVENTIONAL UNION:	CBRT&GW Local 184
								MAXIMUM WAGE RATES:	(Conventional)
								Operators	\$13.03
								Maintenance	15.60
FLEET DISTRIBUTION:									
6-9 9-11 11-2				3 3 1	4 4 1	6-9 6-9 1	12 +		
Peak Day				3	4	3			
Saturday				1	1	1			
Sunday									
Holidays									
OWNERSHIP: Municipality									
MAINTENANCE: Municipality									
PAYMENT METHOD:									
Flat Rate/Trip									
Per Hour									
Per Kilometre									
Meter Rate									
PAYMENT VERIFICATION:									
IS NON-DEDICATED									
SERVICE AVAILABLE?									
NUMBER OF OPERATORS:				-					
ANNUAL KILOMETRES:									
Revenue				121,863					
Total				124,982					
ANNUAL HOURS:									
Revenue				8,208					
Total				8,208					
VEHICLE UTILIZATION									
Trips/Hour				0.0140					
Kilometres/Hour				0.111					
Average Kilometres/Trip				0.289					
Trips/Registrant				- %					
Unaccommodated Trip Requests									
Cancellations									
No-Shows									
VEHICLE UTILIZATION									
(Dedicated Service Only)									
Revenue Hours/Vehicle									
Kilometres/Vehicle									

SAULT STE MARIE PARABUS		MUNICIPAL CONTACT: R.B. AVERY (705) 759-5309		SERVICE STARTED IN: 1975 POPULATION SERVED: 80,000 SERVICE AREA (ha): 36	
SERVICE OPERATED BY: Municipality		OPERATIONS CONTACT: A.J. GAGNON (705) 759-5438		ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10	

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X	
Unable to Board	X	Oper. Cost	Revenue	Accessible Door	
Unable to Use		\$323,654	\$33,740	HOURS OF SERVICE:	
Unable to Use With Dignity	X			Weekdays	0700 to 2300
Other				Saturday	0700 to 2300
				Sunday	0900 to 2100
				Holidays	to
ELIGIBILITY COMMITTEE?	Yes	TOTAL:	\$323,654	CALL-INS:	Minimum 24 Hrs., Max. 7 Days
MEMBERS?	4			Manually	Computer
		NET OPERATING COST:	\$289,914	METHODS:	
REGISTRATION REQUIRED?	Yes	Provincial Share	\$192,672	Registrations	X
REGISTRATION CARDS?	No	Municipal Share	\$97,242	Reservations	X
WAITING LIST?	N/A	Donations	\$0	Scheduling	X
WAITING ON LIST?				Dispatching	X
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	461 46%	Eligible - Wheelchair	12,862	Cash	Tickets & Monthly Passes
- Ambulatory	536 53%	- Ambulatory	18,084	\$1.05	Punch Cards \$39.00
- Temporary	5 0%	Attendants/Companions	2,920	Adult	
Attendants/Companions	- %	Other (not eligible)		Child	
Other (not eligible)	- %			Senior	
TOTAL:	1,002	TOTAL:	33,866	Attendant	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:	At Least Annually	TRIP TYPES:		Companion	
		Subscription	14,118	Other	
		Pre-booked	8,320	OTHER METHODS OF PAYING FARE:	
		Reservation	9,198		
		Demand-Response	2,230		
COMPANIONS ALLOWED IF SPACE?	Yes	UNACCOMMODATED TRIP REQUESTS:			
VISITORS ELIGIBLE?	Yes	CANCELLED TRIPS:	3,175	COMPARISON WITH CONVENTIONAL TRANSIT:	
		NO-SHOWS:	464	Conventional Hours	
				Fare Structure	
				Longer Same	

V E H I C L E S				E M P L O Y E E S				
VEHICLE TYPES:				NUMBER OF EMPLOYEES:				
S-Wagon/Sedan	Typical	Typical	Avg.	Full Time		Part Time	Shared	Volunteer
Modified Vans	Wheelchair	Ambulatory	Age	4		1		
Small Buses	7	5	5	3.6				
Purpose-Built								
Other								
TOTAL VEHICLES: 7				TOTAL: 5		1		
FLEET DISTRIBUTION:				OPERATORS UNION:		UTU Local		885
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +	OWNERSHIP: Municipality			CONVENTIONAL UNION:		UTU Local		885
4 4 1 2 2 2 1 1	MAINTENANCE: Transit Authority			MAXIMUM WAGE RATES:				
Peak Day	4	4	1	Operators		\$14.12		(Conventional)
Saturday	1	2	3	Maintenance		16.12		\$14.12
Sunday	2	2	2			16.12		16.12
Holidays								
PERFORMANCE INDICATORS				SERVICE UTILIZATION				
FINANCIAL				Trips/Hour				2.52
R/C = Operating Revenue				Kilometres/Hour				15.0
Operating Cost				Average Kilometres/Trip				5.98
Net Operating Cost/Capita				Trips/Registrant				30.88
Municipal Net Cost/Capita				Unaccommodated Trip Requests				0.31 %
Share of Net Cost				Cancellations				10.26 %
- Provincial				No-Shows				1.50 %
- Municipal				VEHICLE UTILIZATION				
(Incl. Donations)				(Dedicated Service Only)				
EFFICIENCY (Dedicated Service Only)				Revenue Hours/Vehicle				1,757
Cost/Hour				Kilometres/Vehicle				26,453
Cost/Kilometre								
Maintenance Cost/Kilometre								

SCUGOG-UXBRIDGE HANDI TRANSIT	MUNICIPAL CONTACT: EARL CUDDY (416) 985-7346  OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222	SERVICE STARTED IN: MAY 1987 POPULATION SERVED: 28,000 SERVICE AREA (ha): 16,000  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10
SERVICE OPERATED BY: Public Utility	REGISTRATION CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other	LOCAL ELIGIBILITY CRITERION: Eligibility Determined By Staff MEMBERS? No 0
REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0
REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0
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REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0	REGISTRATION CRITERION: Eligibility Determined By Staff MEMBERS? No 0

## S E R V I C E

 TYPE: Door to Door  
 Curb to Curb

ACCESSIBLE DOOR X

HOURS OF SERVICE: 0800 to 1730

Weekdays to

Saturday to

Sunday to

Holidays to

CALL-INS: Minimum 1 Hrs., Max. 5 Days

Manually Computer

METHODS:

Registrations X

Reservations X

Scheduling X

Dispatching X

FARE STRUCTURE:

Cash Tickets &amp;

Punch Cards

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYING FARE:

ZONE FARES, MONTHLY BILLING, AGENCY

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours No Conv. Service

Fare Structure No Conv. Service

## F I N A N C I A L

## OPERATING COSTS AND REVENUES:

Oper. Cost Revenue

\$66,237 \$5,475

Dedicated

Non-Dedicated

TOTAL: \$66,237 \$5,475

NET OPERATING COST:

Provincial Share \$60,762

Municipal Share \$30,381

Donations \$30,381

\$0

## ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair 605 Dedicated Non Ded.

- Ambulatory 445

Attendants/Companions 204

Other (not eligible)

TOTAL: 1,254 0

## TRIP TYPES:

Subscription 395 %

Pre-booked 655 %

Reservation 52 %

Demand-Response - %

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:





<b>ST. CATHARINES PARATRANSIT</b>  <b>SERVICE OPERATED BY:</b> Transit Commission	<b>MUNICIPAL CONTACT:</b>  <b>OPERATIONS CONTACT:</b> DON J. HULL (416) 685-4228	<b>SERVICE STARTED IN:</b> JUNE 1979 <b>POPULATION SERVED:</b> 124,000 <b>SERVICE AREA (ha):</b> 9,700  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 9																												
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 3	<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$347,771</td> <td>\$20,515</td> </tr> <tr> <td></td> <td></td> <td>\$224</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$347,771</b></td> <td><b>\$20,739</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$327,032 Municipal Share \$163,516 Donations \$163,516 \$32,664	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$347,771	\$20,515			\$224	<b>TOTAL:</b>	<b>\$347,771</b>	<b>\$20,739</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> Weekdays 0730 to 2330 Saturday 0900 to 2330 Sunday 1230 to 2030 Holidays 1230 to 2030  <b>CALL-INS:</b> Minimum 24 Hrs., Max. 21 Days Manually Computer  <b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching <b>FARE STRUCTURE:</b> <table border="1"> <tr> <td>Cash</td> <td>Tickets &amp; Punch Cards</td> </tr> <tr> <td>Adult \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Child \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Student \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Senior \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Attendant \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Companion \$1.00</td> <td>5/\$4.75</td> </tr> <tr> <td>Other \$1.00</td> <td>5/\$4.75</td> </tr> </table> OTHER METHODS OF PAYING FARE:  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same	Cash	Tickets & Punch Cards	Adult \$1.00	5/\$4.75	Child \$1.00	5/\$4.75	Student \$1.00	5/\$4.75	Senior \$1.00	5/\$4.75	Attendant \$1.00	5/\$4.75	Companion \$1.00	5/\$4.75	Other \$1.00	5/\$4.75
Dedicated	Oper. Cost	Revenue																												
Non-Dedicated	\$347,771	\$20,515																												
		\$224																												
<b>TOTAL:</b>	<b>\$347,771</b>	<b>\$20,739</b>																												
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Attendant \$1.00	5/\$4.75																													
Companion \$1.00	5/\$4.75																													
Other \$1.00	5/\$4.75																													

| **ANNUAL ONE-WAY TRIPS:**   Eligible - Wheelchair 55% 412   - Ambulatory 44% 330   Attendants/Companions 0% 4   Other (not eligible) - %   **TOTAL:** 746 | **TRIP TYPES:**   Subscription 4,909   Pre-booked 3,927   Reservation 9,818   Demand-Response 982   **UNACCOMMODATED TRIP REQUESTS:** 1,200  **CANCELLED TRIPS:** 2,467  **NO-SHOWS:** 276 |



ST. THOMAS PARATRANSIT	MUNICIPAL CONTACT: JOHN ROBERTS (519) 631-1680	SERVICE STARTED IN: APRIL 1990 POPULATION SERVED: 29,000 SERVICE AREA (ha): 22
SERVICE OPERATED BY: Municipality	OPERATIONS CONTACT: KEITH FULTON (519) 631-1800	ADVISORY COMMITTEE? NUMBER OF MEMBERS: Yes 9

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door	X
Unable to Board	X			Curb to Curb	
Unable to Use	X	Oper. Cost	Revenue	Accessible Door	
Unable to Use With Dignity	X	Dedicated	\$110,046	HOURS OF SERVICE:	
Other		Non-Dedicated	\$8,786	Weekdays	0715 to 1915
ELIGIBILITY COMMITTEE?	Yes	TOTAL:	\$110,046	Saturday	0715 to 1915
MEMBERS?	3			Sunday	to
Eligibility Determined By Staff	Yes	NET OPERATING COST:	\$8,786	Holidays	to
REGISTRATION REQUIRED?	Yes	Provincial Share	\$101,260	CALL-INS:	Minimum 24 Hrs., No Max.
REGISTRATION CARDS?	Yes	Municipal Share	\$58,707	Manually	Computer
WAITING LIST?	Yes	Donations	\$42,553	METHODS:	
WAITING ON LIST?	20			Registration	X
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Reservations	X
Eligible - Wheelchair	152	Eligible - Wheelchair	Dedicated	Scheduling	X
- Ambulatory	338	- Ambulatory	1,444	Dispatching	X
- Temporary	5	Attendants/Companions	7,204	FARE STRUCTURE:	
Attendants/Companions	- %	Other (not eligible)	1,213	Cash	Tickets &
Other (not eligible)	- %			Punch Cards	Passes
TOTAL:	495	TOTAL:	9,861	Adult	\$1.00
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		TRIP TYPES:		Child	\$1.00
At Least Annually		Subscription	52	Student	\$1.00
COMPANIONS ALLOWED IF SPACE?	Yes	Pre-booked	- %	Senior	\$1.00
VISITORS ELIGIBLE?	Yes	Reservation	7,724	Attendant	
		Demand-Response	400	Companion	
		UNACCOMMODATED TRIP REQUESTS:		Other	
		CANCELLED TRIPS:		OTHER METHODS OF PAYING FARE:	
		NO-SHOWS:	85	COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours	Longer
				Fare Structure	Different, \$0.85



V E H I C L E S										E M P L O Y E E S									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Operators									
Modified Vans										Office									
Small Buses										Maintenance									
Purpose-Built										Administration									
Other																			
TOTAL VEHICLES: 2										TOTAL: 6 6									
FLEET DISTRIBUTION:										OPERATORS UNION: N/A									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +										CONVENTIONAL UNION: N/A									
Peak Day 2 2 2 2 2 2 2 2										MAXIMUM WAGE RATES:									
Saturday 2 2 2 2 2 2 2 2										Operators \$10.00 (Conventional)									
Sunday										Maintenance 17.50 \$11.35									
Holidays										17.44									
OWNERSHIP: Municipality																			
MAINTENANCE: Operator																			
ANNUAL KILOMETRES:																			
Revenue 30,000																			
Total 30,500																			
ANNUAL HOURS:																			
Revenue 5,413																			
Total 5,738																			
IS NON-DEDICATED																			
SERVICE AVAILABLE? No																			
NUMBER OF OPERATORS: -																			
PAYMENT METHOD:																			
Flat Rate/Trip																			
Per Hour																			
Per Kilometre																			
Meter Rate																			
PAYMENT VERIFICATION:																			

STRATFORD PARALLEL TRANSIT  SERVICE OPERATED BY: Non-Profit Organization	MUNICIPAL CONTACT: G. SKOUBY (519) 271-0250  OPERATIONS CONTACT: HARRY EATON (519) 273-0511	SERVICE STARTED IN: DECEMBER 1975 POPULATION SERVED: 26,000 SERVICE AREA (ha): 2,033  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 9																					
<b>R E G I S T R A N T S</b>  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Unable to Use With Dignity X Other  ELIGIBILITY COMMITTEE? Yes MEMBERS? 2  REGISTRATION REQUIRED? Yes REGISTRATION CARDS? No WAITING ON LIST? No WAITING LIST? N/A NUMBER OF REGISTRANTS: 280 Eligible - Wheelchair 400 - Ambulatory - Temporary Attendants/Companions Other (not eligible)	<b>F I N A N C I A L</b>  OPERATING COSTS AND REVENUES:  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$193,455</td> <td>\$24,212</td> </tr> <tr> <td></td> <td>\$21,486</td> <td>\$1,384</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$214,941</b></td> <td><b>\$25,596</b></td> </tr> </table> NET OPERATING COST: Provincial Share \$189,345 Municipal Share \$141,810 Donations \$44,685 \$27,690	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$193,455	\$24,212		\$21,486	\$1,384	<b>TOTAL:</b>	<b>\$214,941</b>	<b>\$25,596</b>	<b>S E R V I C E</b>  TYPE: Door to Door Curb to Curb Accessible Door X  HOURS OF SERVICE: 0700 to 2200 Weekdays 0900 to 2100 Saturday Sunday to Holidays to  CALL-INS: Minimum 24 Hrs., Max. 14 Days Manually Computer									
Dedicated	Oper. Cost	Revenue																					
Non-Dedicated	\$193,455	\$24,212																					
	\$21,486	\$1,384																					
<b>TOTAL:</b>	<b>\$214,941</b>	<b>\$25,596</b>																					
ANNUAL ONE-WAY TRIPS: 41% Eligible - Wheelchair 11,141 58% - Ambulatory 9,638 - Attendants/Companions 7,358 - Other (not eligible)  <b>TOTAL:</b> 20,779 7,358  TRIP TYPES: Subscription 14,187 68 % Pre-booked 7,400 35 % Reservation 3,425 16 % Demand-Response 3,125 15 % UNACCOMMODATED TRIP REQUESTS: 280 CANCELLED TRIPS: 130 NO-SHOWS: 225	<b>M E T H O D S :</b> Registration X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> <table border="1"> <tr> <td>Adult</td> <td>Cash</td> <td>Tickets &amp; Punch Cards</td> </tr> <tr> <td>Child</td> <td>\$1.00</td> <td>10/\$10.00</td> </tr> <tr> <td>Student</td> <td>\$1.00</td> <td>10/\$10.00</td> </tr> <tr> <td>Senior</td> <td>\$1.00</td> <td>10/\$10.00</td> </tr> <tr> <td>Attendant</td> <td></td> <td></td> </tr> <tr> <td>Companion</td> <td>\$1.00</td> <td>10/\$10.00</td> </tr> <tr> <td>Other</td> <td>\$1.00</td> <td>10/\$10.00</td> </tr> </table> OTHER METHODS OF PAYING FARE:  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same	Adult	Cash	Tickets & Punch Cards	Child	\$1.00	10/\$10.00	Student	\$1.00	10/\$10.00	Senior	\$1.00	10/\$10.00	Attendant			Companion	\$1.00	10/\$10.00	Other	\$1.00	10/\$10.00	<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually  <b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No
Adult	Cash	Tickets & Punch Cards																					
Child	\$1.00	10/\$10.00																					
Student	\$1.00	10/\$10.00																					
Senior	\$1.00	10/\$10.00																					
Attendant																							
Companion	\$1.00	10/\$10.00																					
Other	\$1.00	10/\$10.00																					



<b>SUBURBY HANDI-TRANSIT</b> SERVICE OPERATED BY: Public Utility		<b>MUNICIPAL CONTACT:</b> DAVE RIDLEY (705) 674-3141 <b>OPERATIONS CONTACT:</b> PAUL GREENFIELD (705) 674-0709		<b>SERVICE STARTED IN:</b> 1975 <b>POPULATION SERVED:</b> 90,000 <b>SERVICE AREA (ha):</b> 65,114 <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 10										
<b>R E G I S T R A N T S</b> <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use with Dignity X Other		<b>F I N A N C I A L</b> <b>OPERATING COSTS AND REVENUES:</b> <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$530,413</td> <td>\$35,195</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$530,413</b></td> <td><b>\$35,195</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$495,218 Municipal Share \$269,902 Donations \$225,316 \$0		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$530,413	\$35,195	<b>TOTAL:</b>	<b>\$530,413</b>	<b>\$35,195</b>	<b>S E R V I C E</b> <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X <b>HOURS OF SERVICE:</b> 0700 to 2400 Weekdays 0930 to 2400 Saturday 0830 to 2200 Sunday 0830 to 2200 <b>CALL-INS:</b> Minimum 48 Hrs., Max. 30 Days <u>Manually</u> <u>Computer</u>	
Dedicated	Oper. Cost	Revenue												
Non-Dedicated	\$530,413	\$35,195												
<b>TOTAL:</b>	<b>\$530,413</b>	<b>\$35,195</b>												
<b>ELIGIBILITY COMMITTEE?</b> No MEMBERS? 0 Eligibility Determined By Staff		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 20,689 Non Ded. 419 - Ambulatory 9,917 88 Attendants/Companions 1,478 Other (not eligible)		<b>METHODS:</b> Registrations X Reservations X Scheduling X Dispatching										
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A		<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 1,152 70% - Ambulatory 478 29% - Temporary 8 0% Attendants/Companions Other (not eligible)		<b>FARE STRUCTURE:</b> Cash Adult \$1.10 Child \$1.10 Student \$1.10 Senior \$1.10 Attendant \$1.10 Companion \$1.10 Other \$1.10 <b>OTHER METHODS OF PAYING FARE:</b>										
<b>TOTAL:</b> 1,638		<b>TOTAL:</b> 32,084 507		<b>Tickets &amp; Monthly Passes</b> Punch Cards										
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years		<b>TRIP TYPES:</b> Subscription 9,330 29% Pre-booked 15,915 49% Reservation 5,509 17% Demand-Response 1,837 5% UNACCOMMODATED TRIP REQUESTS: 157 CANCELLED TRIPS: 1,500 NO-SHOWS: 518		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same										
<b>COMPANIONS ALLOWED IF SPACE?</b> No <b>VISITORS ELIGIBLE?</b> No														



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Typical	Avg.	ANNUAL KILOMETRES:	Full	Part	Time Shared Volunteer	
Modified Vans	Wheelchair	Amputatory		Time	Time		
Small Buses	8	6	4	2.0	6	3	
Purpose-Built					1		
Other					1		
TOTAL VEHICLES: 8				TOTAL: 8 3			
OWNERSHIP: Contractor				OPERATORS UNION: N/A			
MAINTENANCE: Operator				CONVENTIONAL UNION: CUPE Local 1662			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	5	5	4	5	6	3	1
Sunday	2	3	2	2	2	1	1
Holidays	1	2	1	2	2	2	2
	1	2	1	2	2	2	2
PAYMENT METHOD: Flat Rate/Trip				PAYMENT VERIFICATION: INVOICES REVIEWED MON			
Per Hour				X			
Meter Rate				Per Kilometre			
Per Kilometre				12 +			
IS NON-DEDICATED				OPERATORS MAINTENANCE			
SERVICE AVAILABLE? Yes				Operators \$13.35			
NUMBER OF OPERATORS: 2				Maintenance 18.00			
				(Conventional) \$15.39			
				17.51			
PERFORMANCE INDICATORS				SERVICE UTILIZATION			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue	6.6 %			Kilometres/Hour			
Operating Cost	Revenue Vehicle Hours/Capita			Average Kilometres/Trip			
Net Operating Cost/Capita	Trips/Capita			Trips/Registrant			
Municipal Net Cost/Capita	Trips by Non-Dedicated Service			Unaccommodated Trip Requests			
Share of Net Cost	EFFECTIVENESS			Cancellations			
- Provincial	Cost/Trip - Dedicated			No-Shows			
- Municipal	- Non-Dedicated			VEHICLE UTILIZATION			
(Incl. Donations)	LABOUR PRODUCTIVITY			(Dedicated Service Only)			
EFFICIENCY (Dedicated Service Only)	Hours/Operator			Revenue Hours/Vehicle			
Cost/Hour	2,239			Kilometres/Vehicle			
Cost/Kilometre	\$17.33			2,099			
Maintenance Cost/Kilometre	-			33,750			

<b>THUNDER BAY</b> <b>HAGI TRANSIT</b>		<b>MUNICIPAL CONTACT:</b> ALEX GRANT (807) 625-2188		<b>SERVICE STARTED IN:</b> FEBRUARY 1975 <b>POPULATION SERVED:</b> 122,217 <b>SERVICE AREA (ha):</b> 33,000	
<b>SERVICE OPERATED BY:</b> Non-Profit Organization		<b>OPERATIONS CONTACT:</b> JACK HOLMWOOD (807) 767-6229		<b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 12	

<b>R E G I S T R A N T S</b>		<b>F I N A N C I A L</b>		<b>S E R V I C E</b>	
<b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other		<b>OPERATING COSTS AND REVENUES:</b> Oper. Cost Revenue \$727,869 \$74,320 Dedicated \$15,494 \$83,101 Non-Dedicated <b>TOTAL:</b> \$743,363 \$157,421		<b>TYPE:</b> Door to Door X Curb to Curb Accessible Door <b>HOURS OF SERVICE:</b> 0700 to 2330 Weekdays 0800 to 0100 Saturday 0800 to 2300 Sunday 0800 to 2300 Holidays	
<b>ELIGIBILITY COMMITTEE?</b> No <b>MEMBERS?</b> 0 Eligibility Determined By Staff		<b>NET OPERATING COST:</b> \$585,942 Provincial Share \$192,025 Municipal Share \$393,927 Donations \$0		<b>CALL-INS:</b> Minimum 24 Hrs., Max. 14 Days <u>Manually</u> <u>Computer</u>	
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A				<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X	
<b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 1,120 70% - Ambulatory 450 28% - Temporary 30 1% Attendants/Companions - % Other (not eligible) - %		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 34,683 Dedicated Non Ded. - Ambulatory 28,373 Attendants/Companions Other (not eligible)		<b>FARE STRUCTURE:</b> Cash Tickets & Punch Cards Monthly Passes Adult \$1.25 \$23.00 Child \$1.25 \$23.00 Student \$1.25 \$23.00 Senior \$1.25 \$23.00 Attendant \$1.25 \$23.00 Companion Other \$1.25 \$23.00	
<b>TOTAL:</b> 1,600		<b>TOTAL:</b> 63,056 0		<b>OTHER METHODS OF PAYING FARE:</b>	
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually		<b>TRIP TYPES:</b> Subscription - % Pre-booked - % Reservation 63,056 100 % Demand-Response		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Same Conventional Hours Fare Structure Different, \$1.10	
<b>COMPANIONS ALLOWED IF SPACE?</b> No <b>VISITORS ELIGIBLE?</b> No		<b>UNACCOMMODATED TRIP REQUESTS:</b> 2,856 CANCELLED TRIPS: 6,300 NO-SHOWS: 1,085			

V E H I C L E S					E M P L O Y E E S				
VEHICLE TYPES:					NUMBER OF EMPLOYEES:				
	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age		Full Time	Part Time	Shared	Volunteer
S-Wagon/Sedan	1		7	3.0	Revenue	517,234			0
Modified Vans	9	3	3	7.0	Total				
Small Buses	1	3	6	3.0	Revenue	0			
Purpose-Built	2	10	8	1.0	Total	23,813			
Other									
TOTAL VEHICLES: 13					IS NON-DEDICATED SERVICE AVAILABLE? Yes				
					NUMBER OF OPERATORS: 1				
					TOTAL: 13 26				
					OPERATORS UNION: ATU Local 966				
					CONVENTIONAL UNION: Local				
					MAXIMUM WAGE RATES:				
					Operators \$11.38 (Conventional)				
					Maintenance N/A N/A				

<b>TIMMINS HANDI-TRANS</b>  <b>SERVICE OPERATED BY:</b> Municipality	<b>MUNICIPAL CONTACT:</b> BERNARD CHRISTIAN (705) 264-1331  <b>OPERATIONS CONTACT:</b> JOHN S. CRAIG (705) 264-1331	<b>SERVICE STARTED IN:</b> 1976 <b>POPULATION SERVED:</b> 46,065 <b>SERVICE AREA (ha):</b> 27,972  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 8														
<b>REGISTRANTS</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 5  <b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> Yes <b>WAITING ON LIST?</b> 4  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 202 - Ambulatory 159 - Temporary 7 Attendants/Companions 1 Other (not eligible) 4	<b>FINANCIAL</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$155,378</td> <td>\$11,146</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$155,378</b></td> <td><b>\$11,146</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$144,232 Municipal Share \$72,116 Donations \$72,116 Donations \$0	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$155,378	\$11,146	<b>TOTAL:</b>	<b>\$155,378</b>	<b>\$11,146</b>	<b>SERVICE</b>  <b>TYPE:</b> Door to Door X Curb to Curb Accessible Door <b>HOURS OF SERVICE:</b> Weekdays 0700 to 2240 Saturday 1000 to 1740 Sunday to Holidays to  <b>CALL-INS:</b> Minimum 24 Hrs., Max. 5 Days Manually Computer					
Dedicated	Oper. Cost	Revenue														
Non-Dedicated	\$155,378	\$11,146														
<b>TOTAL:</b>	<b>\$155,378</b>	<b>\$11,146</b>														
<b>ANNUAL ONE-WAY TRIPS:</b>  <table border="1"> <tr> <td>Eligible - Wheelchair</td> <td>Dedicated</td> <td>Non Ded.</td> </tr> <tr> <td>- Ambulatory</td> <td></td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>10,281</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>10,281</b></td> <td><b>0</b></td> </tr> </table> <b>TRIP TYPES:</b> Subscription - % Pre-booked - % Reservation - % Demand-Response - % <b>UNACCOMMODATED TRIP REQUESTS:</b> 170 <b>CANCELLED TRIPS:</b> 800 <b>NO-SHOWS:</b> 350	Eligible - Wheelchair	Dedicated	Non Ded.	- Ambulatory			Attendants/Companions	10,281		Other (not eligible)			<b>TOTAL:</b>	<b>10,281</b>	<b>0</b>	<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X <b>FARE STRUCTURE:</b> Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other  <b>OTHER METHODS OF PAYING FARE:</b>  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same
Eligible - Wheelchair	Dedicated	Non Ded.														
- Ambulatory																
Attendants/Companions	10,281															
Other (not eligible)																
<b>TOTAL:</b>	<b>10,281</b>	<b>0</b>														



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	1	5	4	4.0	99,441	Revenue	99,441
Modified Vans	2	5	4	4.0	6,166	Revenue	6,166
Small Buses					6,184	Total	6,184
Purpose-Built							
Other							
TOTAL VEHICLES: 3				TOTAL: 2 2 2 8			
FLEET DISTRIBUTION:				OPERATORS UNION: CUPE Local 1140			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	2	2	2	2	2	1	1
Sunday	1	1	1	1	1		
Holidays							
OWNERSHIP: Municipality				CONVENTIONAL UNION: CUPE Local 1544			
MAINTENANCE: Transit Authority				MAXIMUM WAGE RATES:			
				Operators \$12.47 (Conventional)			
				Maintenance 16.94 \$14.30			
				Maintenance 16.94			
ANNUAL KILOMETRES:				OPERATORS UTILITY			
Revenue				Trips/Hour			
Total				Kilometres/Hour			
ANNUAL HOURS:				Average Kilometres/Trip			
Revenue				Trips/Registrant			
Total				Unaccommodated Trip Requests			
IS NON-DEDICATED				Cancellations			
SERVICE AVAILABLE?				No-Shows			
NUMBER OF OPERATORS: -				VEHICLE UTILIZATION			
				(Dedicated Service Only)			
				Revenue Hours/Vehicle			
				Kilometres/Vehicle			
				2,055			
				33,147			
P E R F O R M A N C E I N D I C A T O R S				SERVICE UTILIZATION			
FINANCIAL				Trips/Hour			
R/C = Operating Revenue	7.1 %			Kilometres/Hour			
Operating Cost	33.13			Average Kilometres/Trip			
Net Operating Cost/Capita	\$1.56			Trips/Registrant			
Municipal Net Cost/Capita	50 %			Unaccommodated Trip Requests			
Share of Net Cost	50 %			Cancellations			
- Provincial	Cost/Trip - Dedicated			No-Shows			
- Municipal	- Non-Dedicated			VEHICLE UTILIZATION			
(incl. Donations)	LABOUR PRODUCTIVITY			(Dedicated Service Only)			
	Hours/Operator			Revenue Hours/Vehicle			
	2,055			Kilometres/Vehicle			
	33,147						

<b>TORONTO WHEEL-TRANS</b>  <b>SERVICE OPERATED BY:</b> Transit Commission		<b>MUNICIPAL CONTACT:</b> R.-J. EVANS (416) 393-4170  <b>OPERATIONS CONTACT:</b> R.-A. WINTER (416) 393-4300		<b>SERVICE STARTED IN:</b> FEBRUARY 1975 <b>POPULATION SERVED:</b> 2,131,000 <b>SERVICE AREA (ha):</b> 63,200  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 9													
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 9		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$28,616,227</td> <td>\$808,425</td> </tr> <tr> <td></td> <td>\$2,608,585</td> <td>\$183,644</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$31,224,812</b></td> <td><b>\$992,069</b></td> </tr> </table> <b>NET OPERATING COST:</b> \$30,232,743 Provincial Share \$15,116,371 Municipal Share \$15,116,372 Donations \$0				Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$28,616,227	\$808,425		\$2,608,585	\$183,644	<b>TOTAL:</b>	<b>\$31,224,812</b>	<b>\$992,069</b>
Dedicated	Oper. Cost	Revenue															
Non-Dedicated	\$28,616,227	\$808,425															
	\$2,608,585	\$183,644															
<b>TOTAL:</b>	<b>\$31,224,812</b>	<b>\$992,069</b>															
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 7,620 45% - Ambulatory 9,150 54% - Temporary - % Attendants/Companions - % Other (not eligible) - %		<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 347,483 Non Ded. - Ambulatory 451,845 158,907 Attendants/Companions Other (not eligible)  <b>TOTAL:</b> 799,328 158,907															
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> At Least Annually		<b>TRIP TYPES:</b> Subscription 139,098 17 % Pre-booked 276,387 34 % Reservation 502,385 62 % Demand-Response 40,365 5 % <b>UNACCOMMODATED TRIP REQUESTS:</b> 146,535 <b>CANCELLED TRIPS:</b> 260,834 <b>NO-SHOWS:</b> 22,554															
<b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No		<b>OTHER METHODS OF PAYING FARE:</b> ATTENDANTS, COMPANIONS PAY ABOVE COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Longer Fare Structure Same															
<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb Accessible Door X  <b>HOURS OF SERVICE:</b> Weekdays 0600 to 0100 Saturday 0700 to 0100 Sunday 0700 to 0100 Holidays 0700 to 0100  <b>CALL-INS:</b> No Minimum, Max. 4 Days <u>Manually</u> <u>Computer</u>		<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching  <b>FARE STRUCTURE:</b> Cash Adult \$1.20 Child \$0.55 Student \$0.75 Senior \$1.20 Attendant Companion Other  Tickets & Punch Cards Monthly Passes \$42.00 \$42.00															

# V E H I C L E S

## VEHICLE TYPES:

S-Wagon/Sedan  
Modified Vans  
Small Buses  
Purpose-Built  
Other

Number  
39  
123  
124  
286

Typical  
Wheelchair  
Ambulatory  
Age

4  
3.0  
5  
4.0  
3  
3.0

ANNUAL KILOMETRES:  
Revenue  
Total  
ANNUAL HOURS:  
Revenue  
Total

9,011,114  
0  
435,496  
0

IS NON-DEDICATED  
SERVICE AVAILABLE? Yes  
NUMBER OF OPERATORS: 5

TOTAL VEHICLES:

286

OWNERSHIP: Contractor

MAINTENANCE: Transit Authority

## FLEET DISTRIBUTION:

	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day	204	215	218	257	228	76	54	3
Saturday	60	89	100	91	99	65	40	3
Sunday	44	83	97	78	76	57	41	4
Holidays	22	42	49	49	55	42	25	3

PAYMENT METHOD:

Flat Rate/Trip

Per Hour

Per Kilometre

Meter Rate

PAYMENT VERIFICATION:

COMPUTER-GENERATED

# E M P L O Y E E S

## NUMBER OF EMPLOYEES:

Full Part

Time Time

231 30

94 4

53

19

Operators

Office

Maintenance

Administration

TOTAL:

397 34

OPERATORS UNION:

CONVENTIONAL UNION:

ATU Local 113

ATU Local 113

MAXIMUM WAGE RATES:

Operators (Conventional)

Maintenance \$18.34

20.21 20.21

# P E R F O R M A N C E I N D I C A T O R S

## FINANCIAL

R/C = Operating Revenue

Operating Cost

Net Operating Cost/Capita

Municipal Net Cost/Capita

Share of Net Cost

- Provincial

- Municipal

(Incl. Donations)

EFFICIENCY (Dedicated Service Only)

Cost/Hour

Cost/Kilometre

Maintenance Cost/Kilometre

## SERVICE

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

EFFECTIVENESS

Cost/Trip - Dedicated

- Non-Dedicated

LABOUR PRODUCTIVITY

Hours/Operator

SERVICE UTILIZATION

Trips/Hour

Kilometres/Hour

Average Kilometres/Trip

Trips/Registrant

Unaccommodated Trip Requests

Cancellations

No-Shows

VEHICLE UTILIZATION

(Dedicated Service Only)

Revenue Hours/Vehicle

Kilometres/Vehicle

1.84

20.6

11.3

57.14

15.29 %

27.22 %

2.35 %

1,522

31,507

<b>VAUGHAN ACCESS BUS</b>  <b>SERVICE OPERATED BY:</b> Municipality	<b>MUNICIPAL CONTACT:</b> JIM KIMBLE (416) 832-2281  <b>OPERATIONS CONTACT:</b> ROBERT BOOTH (416) 832-8526	<b>SERVICE STARTED IN:</b> FEBRUARY 1987 <b>POPULATION SERVED:</b> 93,479 <b>SERVICE AREA (ha):</b> 63,900  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 8												
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 8	<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$207,094</td> <td>\$7,661</td> </tr> <tr> <td></td> <td>\$48,311</td> <td></td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$255,405</b></td> <td><b>\$7,661</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$247,744 Municipal Share \$130,892 Donations \$116,852 \$25,284	Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$207,094	\$7,661		\$48,311		<b>TOTAL:</b>	<b>\$255,405</b>	<b>\$7,661</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb X Accessible Door <b>HOURS OF SERVICE:</b> Weekdays 0730 to 2230 Saturday 0930 to 1830 Sunday 0930 to 1830 Holidays to <b>CALL-INS:</b> Minimum 4 Hrs., Max. 7 Days Manually Computer
Dedicated	Oper. Cost	Revenue												
Non-Dedicated	\$207,094	\$7,661												
	\$48,311													
<b>TOTAL:</b>	<b>\$255,405</b>	<b>\$7,661</b>												
<b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> Yes <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair 110 32% - Ambulatory 227 66% - Temporary 5 1% Attendants/Companions - % Other (not eligible) - %  <b>TOTAL:</b> 342	<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 4,014 Non Ded. 310 - Ambulatory 3,450 1,773 Attendants/Companions 493 56 Other (not eligible)  <b>TOTAL:</b> 7,957 2,139  <b>TRIP TYPES:</b> Subscription 2,019 25 % Pre-booked - % Reservation 7,774 97 % Demand-Response 303 3 % UNACCOMMODATED TRIP REQUESTS: 321 <b>CANCELLED TRIPS:</b> 1,204 <b>NO-SHOWS:</b> 75	<b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching X  <b>FARE STRUCTURE:</b> Cash Adult \$1.00 Child 10/\$10 Student 10/\$10 Senior 10/\$10 Attendee 10/\$10 Companion 10/\$10 Other 10/\$10 <b>OTHER METHODS OF PAYING FARE:</b> Tickets & Punch Cards Monthly Passes  <b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Longer Fare Structure Same												





VICTORIA COUNTY VICTORIA COUNTY CARE-A-VAN		MUNICIPAL CONTACT: MR. JOHN GUTTERIDGE (705) 324-9411		SERVICE STARTED IN: JULY 1989	
OPERATIONS CONTACT: MS. JOANNE BURNS (705) 324-7323				POPULATION SERVED: 54,000	
SERVICE OPERATED BY: Non-Profit Organization				SERVICE AREA (ha): 75,000	
				ADVISORY COMMITTEE? Yes	
				NUMBER OF MEMBERS: 8	

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X	
Unable to Board	X	Oper. Cost	Revenue	Curb to Curb	
Unable to Use	X	\$16,539	\$7,220	Accessible Door	
Other				HOURS OF SERVICE:	08:00 to 17:00
				Weekdays	08:00 to 17:00
				Saturday	08:00 to 17:00
				Sunday	08:00 to 17:00
				Holidays	08:00 to 17:00
ELIGIBILITY COMMITTEE?	Yes	Dedicated	\$16,539	CALL-INS:	No Minimum, No Max.
MEMBERS?	1	Non-Dedicated	\$7,220		Manually Computer
REGISTRATION REQUIRED?	No	NET OPERATING COST:	\$9,319	METHODS:	
REGISTRATION CARDS?	Yes	Provincial Share	\$5,104	Registration	X
WAITING LIST?	No	Municipal Share	\$0	Reservations	X
	N/A	Donations	\$55	Scheduling	X
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching	
Eligible - Wheelchair	10	Eligible - Wheelchair	Dedicated	Cash	Tickets & Monthly Passes
- Ambulatory	45	- Ambulatory	75		Punch Cards
- Temporary	-	Attendants/Companions	989	FARE STRUCTURE:	
Attendants/Companions	200	Other (not eligible)	888		
Other (not eligible)	78%	TOTAL:	1,952	Adult	
TOTAL:	255		0	Child	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:		TRIP TYPES:		Student	
Every 2 or 3 Years		Subscription	- %	Senior	
		Pre-booked	25 %	Attendant	
		Reservation	74 %	Companion	
		Demand-Response	- %	Other	
COMPANIONS ALLOWED IF SPACE?	No	UNACCOMMODATED TRIP REQUESTS:	20	OTHER METHODS OF PAYING FARE:	\$ 0.10 PER KILOMETRE
VISITORS ELIGIBLE?	No	CANCELLED TRIPS:	12	COMPARISON WITH CONVENTIONAL TRANSIT:	Shorter
		NO-SHOWS:		Conventional Hours	N/A
				Fare Structure	



WELLAND HANDI TRANS	MUNICIPAL CONTACT: GUS MARCELLO (416) 735-1700	SERVICE STARTED IN: AUGUST 1981 POPULATION SERVED: 44,500 SERVICE AREA (ha): 8,604
SERVICE OPERATED BY: Municipality	OPERATIONS CONTACT: CHARLES STOLTE (416) 732-6844	ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 5

R E G I S T R A N T S		F I N A N C I A L		S E R V I C E	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: Door to Door X	
Unable to Board	X	Oper. Cost		Curb to Curb X	
Unable to Use With Dignity	X	Dedicated \$159,905		Accessible Door X	
Other		Non-Dedicated \$75		HOURS OF SERVICE: 0655 to 2130	
ELIGIBILITY COMMITTEE?	No	TOTAL: \$159,905		Weekdays 1000 to 1800	
MEMBERS?	0	NET OPERATING COST:		Saturday to	
Eligibility Determined By Staff		Provincial Share \$151,726		Sunday to	
REGISTRATION REQUIRED?	Yes	Municipal Share \$65,346		Holidays to	
REGISTRATION CARDS?	Yes	Donations \$0		CALL-INS: Minimum 24 Hrs., Max. 14 Days	
WAITING LIST?	No	ANNUAL ONE-WAY TRIPS:		Manually Computer	
WAITING ON LIST?	N/A	Eligible - Wheelchair 3,281		METHODS:	
NUMBER OF REGISTRANTS:	150 28%	- Ambulatory 9,842		Registration X	
Eligible - Wheelchair	333 64%	Attendants/Companions 141		Reservations X	
- Ambulatory	35 6%	Other (not eligible)		Scheduling X	
- Temporary	- %	TOTAL: 13,264		Dispatching X	
Attendants/Companions	- %	TRIP TYPES:		FARE STRUCTURE:	
Other (not eligible)		Subscription 3,316		Cash	
TOTAL: 518		Pre-booked 1,834		Tickets & Punch Cards	
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:	At Least Annually	Reservation 7,958		Adult \$1.00	
COMPANIONS ALLOWED IF SPACE?	No	Demand-Response 156		Child \$0.85	
VISITORS ELIGIBLE?	Yes	UNACCOMMODATED TRIP REQUESTS: 260		Student \$0.85	
		CANCELLED TRIPS: 952		Senior \$0.70	
		NO-SHOWS: 105		Attendee \$1.00	
				Companion	
				Other	
				OTHER METHODS OF PAYING FARE:	
				COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours Longer	
				Fare Structure Same	



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
Number	Typical Wheelchair	Typical Ambulatory	Avg. Age	Full Time	Part Time	Shared	Volunteer
1	2	3	1.0	3	2		
1	4	4	3.0	1	1		
1	6	8	4.0				
Other							
TOTAL VEHICLES: 3				TOTAL: 4 5			
OWNERSHIP: Municipality				OPERATORS UNION: ATU Local 107			
MAINTENANCE: Municipality				CONVENTIONAL UNION: ATU Local 107			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9 2	9-11 2	11-2 2	2-4 2	4-6 2	6-9 1	9-12 1	12 + 1
Peak Day	Saturday	Sunday	Holidays	Operators	\$13.79	(Conventional)	
				Maintenance	15.70	\$13.79	
						15.70	
ANNUAL KILOMETRES:				OPERATORS: \$13.79			
Revenue	78,213			Maintenance	15.70	\$13.79	
Total	79,763					15.70	
ANNUAL HOURS:				MAXIMUM WAGE RATES:			
Revenue	5,028			Operators	\$13.79	(Conventional)	
Total	5,185			Maintenance	15.70	\$13.79	
IS NON-DEDICATED SERVICE AVAILABLE? No				OPERATORS: \$13.79			
NUMBER OF OPERATORS: -				Maintenance			
PAYMENT METHOD:				MAXIMUM WAGE RATES:			
Flat Rate/Trip				Operators			
Per Hour				Maintenance			
Per Kilometre							
Meter Rate							
PAYMENT VERIFICATION:							

WHITBY HANDI TRANSIT  SERVICE OPERATED BY: Public Utility	MUNICIPAL CONTACT: R. CLARINGBOLD (416) 668-5803  OPERATIONS CONTACT: DOUG MANUEL (416) 571-1222	SERVICE STARTED IN: OCTOBER 1979 POPULATION SERVED: 55,000 SERVICE AREA (ha): 39,460  ADVISORY COMMITTEE? Yes NUMBER OF MEMBERS: 10																		
REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Unable to Use With Dignity X Other  ELIGIBILITY COMMITTEE? No MEMBERS? 0 Eligibility Determined By Staff	FINANCIAL  OPERATING COSTS AND REVENUES:  <table border="1"> <thead> <tr> <th></th> <th>Oper. Cost</th> <th>Revenue</th> </tr> </thead> <tbody> <tr> <td>Dedicated</td> <td></td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$0</td> <td>\$0</td> </tr> </tbody> </table> NET OPERATING COST: Provincial Share \$0 Municipal Share \$0 Donations \$0		Oper. Cost	Revenue	Dedicated			Non-Dedicated			TOTAL:	\$0	\$0	SERVICE  TYPE: Door to Door Curb to Curb X Accessible Door  HOURS OF SERVICE: Weekdays 0730 to 2300 Saturday 0800 to 2300 Sunday 1000 to 2200 Holidays to  CALL-INS: Minimum 1 Hrs., Max. 3 Days Manually Computer						
	Oper. Cost	Revenue																		
Dedicated																				
Non-Dedicated																				
TOTAL:	\$0	\$0																		
REGISTRATION REQUIRED? No REGISTRATION CARDS? No WAITING LIST? No WAITING ON LIST? N/A NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)	METHODS: Registrations X Reservations X Scheduling X Dispatching X  FARE STRUCTURE: Cash Adult \$1.00 Child \$1.00 Student \$1.00 Senior \$1.00 Attendant \$1.00 Companion \$1.00 Other  OTHER METHODS OF PAYING FARE: AGENCY CONTRACTS & MONTHLY BILLIN COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Shorter Fare Structure Different, \$1.10	ANNUAL ONE-WAY TRIPS:  <table border="1"> <thead> <tr> <th></th> <th>Dedicated</th> <th>Non Ded.</th> </tr> </thead> <tbody> <tr> <td>Eligible - Wheelchair</td> <td>6,972</td> <td></td> </tr> <tr> <td>- Ambulatory</td> <td>642</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>815</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>8,429</td> <td>0</td> </tr> </tbody> </table> TRIP TYPES: Subscription 1,649 19 % Pre-booked 530 6 % Reservation 1,402 16 % Demand-Response 4,033 47 % UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		Dedicated	Non Ded.	Eligible - Wheelchair	6,972		- Ambulatory	642		Attendants/Companions	815		Other (not eligible)			TOTAL:	8,429	0
	Dedicated	Non Ded.																		
Eligible - Wheelchair	6,972																			
- Ambulatory	642																			
Attendants/Companions	815																			
Other (not eligible)																				
TOTAL:	8,429	0																		
HOW OFTEN IS LIST OF REGISTRANTS SCREENED: Not Withing Last 5 Year  COMPANIONS ALLOWED IF SPACE? Yes VISITORS ELIGIBLE? No	Tickets & Passes Monthly Passes	TOTAL: 0																		

V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	3	5	3	Avg. Age	6.0	Full Time	Part Time
Modified Vans				Typical Wheelchair		2	3
Small Buses				Typical Ambulatory		3	1
Purpose-Built							
Other							
TOTAL VEHICLES: 3				TOTAL: 6 1			
FLEET DISTRIBUTION:				OPERATORS UNION: N/A			
6-9	2	11-2	1	CONVENTIONAL UNION: TEAMSTERS Local			
9-11	2	2-4	2	MAXIMUM WAGE RATES:			
11-12	1	4-6	2	Operators	\$11.40	(Conventional)	
12 +		9-12	12 +	Maintenance	N/A	\$12.50	
Peak Day						N/A	
Saturday				OPERATORS WAGE RATES:			
Sunday				Operators	\$11.40	(Conventional)	
Holidays				Maintenance	N/A	\$12.50	
OWNERSHIP: Municipality				MAXIMUM WAGE RATES:			
MAINTENANCE: Contracted Out				Operators	\$11.40	(Conventional)	
				Maintenance	N/A	\$12.50	
						N/A	
ANNUAL KILOMETRES:				OPERATORS WAGE RATES:			
Revenue	89,504			Operators	\$11.40	(Conventional)	
Total	89,904			Maintenance	N/A	\$12.50	
ANNUAL HOURS:				VEHICLE UTILIZATION			
Revenue	4,457			Trips/Hour	1.71		
Total	4,778			Kilometres/Hour	20.0		
IS NON-DEDICATED SERVICE AVAILABLE?	No			Average Kilometres/Trip	11.8		
NUMBER OF OPERATORS:	-			Trips/Registrant	-	%	
				Unaccommodated Trip Requests	-	%	
				Cancellations	-	%	
				No-Shows	-	%	
				VEHICLE UTILIZATION			
				(Dedicated Service Only)			
				Revenue Hours/Vehicle	1,485		
				Kilometres/Vehicle	29,834		

### PERFORMANCE INDICATORS

FINANCIAL		SERVICE	
R/C = <u>Operating Revenue</u>	%	Registrants/Capita	0.081
<u>Operating Cost</u>		Revenue Vehicle Hours/Capita	0.138
Net Operating Cost/Capita		Trips/Capita	- %
Municipal Net Cost/Capita		Trips by Non-Dedicated Service	- %
Share of Net Cost		EFFECTIVENESS	
- Provincial	%		
- Municipal	%	Cost/Trip - Dedicated	-
(incl. Donations)	%	Cost/Trip - Non-Dedicated	-
EFFICIENCY (Dedicated Service Only)		LABOUR PRODUCTIVITY	
Cost/Hour		Hours/Operator	2,228
Cost/Kilometre			
Maintenance Cost/Kilometre			

<b>WINDSOR HANDI-TRANSIT</b> SERVICE OPERATED BY: Non-Profit Organization		<b>MUNICIPAL CONTACT:</b> CITY OF WINDSOR (519) 255-6253  <b>OPERATIONS CONTACT:</b> DOUG ELLIS (519) 966-0930		<b>SERVICE STARTED IN:</b> SEPTEMBER 1978 <b>POPULATION SERVED:</b> 200,000 <b>SERVICE AREA (ha):</b> N/A  <b>ADVISORY COMMITTEE?</b> Yes <b>NUMBER OF MEMBERS:</b> 11													
<b>R E G I S T R A N T S</b>  <b>LOCAL ELIGIBILITY CRITERION:</b> Unable to Board X Unable to Use Unable to Use With Dignity X Other  <b>ELIGIBILITY COMMITTEE?</b> Yes <b>MEMBERS?</b> 3 Eligibility Determined By Staff  <b>REGISTRATION REQUIRED?</b> Yes <b>REGISTRATION CARDS?</b> No <b>WAITING LIST?</b> No <b>WAITING ON LIST?</b> N/A  <b>NUMBER OF REGISTRANTS:</b> Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)		<b>F I N A N C I A L</b>  <b>OPERATING COSTS AND REVENUES:</b>  <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$691,000</td> <td>\$125,400</td> </tr> <tr> <td></td> <td>\$64,000</td> <td>\$87,800</td> </tr> <tr> <td><b>TOTAL:</b></td> <td><b>\$755,000</b></td> <td><b>\$213,200</b></td> </tr> </table> <b>NET OPERATING COST:</b> Provincial Share \$541,800 Municipal Share \$409,000 Donations \$275,000 \$0		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$691,000	\$125,400		\$64,000	\$87,800	<b>TOTAL:</b>	<b>\$755,000</b>	<b>\$213,200</b>	<b>S E R V I C E</b>  <b>TYPE:</b> Door to Door Curb to Curb X Accessible Door  <b>HOURS OF SERVICE:</b> Weekdays 0630 to 0030 Saturday 0800 to 0030 Sunday 0800 to 2200 Holidays 0800 to 2200  <b>CALL-INS:</b> Minimum 2 Hrs., Max. 14 Days <u>Manually</u> <u>Computer</u>  <b>METHODS:</b> Registration X Reservations X Scheduling X Dispatching  <b>FARE STRUCTURE:</b> Cash Adult \$2.00 Child \$2.00 Student \$2.00 Senior \$2.00 Attendant \$2.00 Companion \$2.00 Other \$2.00 Tickets & Punch Cards Monthly Passes	
Dedicated	Oper. Cost	Revenue															
Non-Dedicated	\$691,000	\$125,400															
	\$64,000	\$87,800															
<b>TOTAL:</b>	<b>\$755,000</b>	<b>\$213,200</b>															
<b>ANNUAL ONE-WAY TRIPS:</b> Eligible - Wheelchair 28,800 Attendants/Companions 23,500 Other (not eligible) 6,000  <b>TOTAL:</b> 58,300		<b>COMPARISON WITH CONVENTIONAL TRANSIT:</b> Conventional Hours Fare Structure Different, \$1.00															
<b>HOW OFTEN IS LIST OF REGISTRANTS SCREENED:</b> Every 2 or 3 Years  <b>COMPANIONS ALLOWED IF SPACE?</b> Yes <b>VISITORS ELIGIBLE?</b> No		<b>TRIP TYPES:</b> Subscription 10 % Pre-booked 10 % Reservation 68 % Demand-Response 10 %  <b>UNACCOMMODATED TRIP REQUESTS:</b> 5,258 <b>CANCELLED TRIPS:</b> <b>NO-SHOWS:</b>		<b>OTHER METHODS OF PAYING FARE:</b>													
<b>TOTAL:</b> 968																	



V E H I C L E S				E M P L O Y E E S			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
Number	Wheelchair	Typical Ambulatory	Avg. Age	Full Time	Part Time	Shared	Volunteer
12	5	6	3.0	5	15		
TOTAL VEHICLES: 12				TOTAL: 10 19			
OWNERSHIP: Non-Profit Group				OPERATORS UNION: TEAMSTERS Local			
MAINTENANCE: Contracted Out				CONVENTIONAL UNION: ATU Local 616			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
10	10	7	10	7	2	2	1
Peak Day	2	2	2	2	2	2	1
Saturday	2	2	2	2	2	2	2
Sunday	2	2	2	2	2	2	2
Holidays	1	2	2	1	1	1	1
PAYMENT METHOD:				OPERATORS UNION: TEAMSTERS Local			
Flat Rate/Trip				CONVENTIONAL UNION: ATU Local 616			
Per Hour				MAXIMUM WAGE RATES:			
Per Kilometer				Operators \$10.30 (Conventional)			
Meter Rate				Maintenance \$15.90			
X				N/A			
PAYMENT VERIFICATION:							
ROUTES DRIVEN/RATE							
				</			

WOODSTOCK NO RETURN COMPLETED FOR 1990	MUNICIPAL CONTACT:  OPERATIONS CONTACT:	SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha):  ADVISORY COMMITTEE? NUMBER OF MEMBERS:	N/A N/A																												
SERVICE OPERATED BY:	S E R V I C E  TYPE: Door to Door Curb to Curb Accessible Door HOURS OF SERVICE: Weekdays       to Saturday       to Sunday         to Holidays       to CALL-INS:       Minimum 0 Hrs., Max. 0 Days Manually       Computer  METHODS: Registrations Reservations Scheduling Dispatching FARE STRUCTURE: Cash           Tickets & Punch Cards       Monthly Passes																														
R E G I S T R A N T S	F I N A N C I A L  OPERATING COSTS AND REVENUES:  <table border="1"> <thead> <tr> <th></th> <th>Oper. Cost</th> <th>Revenue</th> </tr> </thead> <tbody> <tr> <td>Dedicated</td> <td></td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>NET OPERATING COST:</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>  Provincial Share</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>  Municipal Share</td> <td>\$0</td> <td>\$0</td> </tr> <tr> <td>  Donations</td> <td>\$0</td> <td>\$0</td> </tr> </tbody> </table>				Oper. Cost	Revenue	Dedicated			Non-Dedicated			TOTAL:	\$0	\$0	NET OPERATING COST:	\$0	\$0	Provincial Share	\$0	\$0	Municipal Share	\$0	\$0	Donations	\$0	\$0				
	Oper. Cost	Revenue																													
Dedicated																															
Non-Dedicated																															
TOTAL:	\$0	\$0																													
NET OPERATING COST:	\$0	\$0																													
Provincial Share	\$0	\$0																													
Municipal Share	\$0	\$0																													
Donations	\$0	\$0																													
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Unable to Use With Dignity Other	X   X	ANNUAL ONE-WAY TRIPS:  <table border="1"> <thead> <tr> <th></th> <th>Eligible - Wheelchair</th> <th>Dedicated</th> <th>Non Ded.</th> </tr> </thead> <tbody> <tr> <td>-</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>-</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>-</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>-</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>-</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Eligible - Wheelchair	Dedicated	Non Ded.	-	X			-	X			-	X			-	X			-	X			TOTAL:	0	0	0
	Eligible - Wheelchair	Dedicated	Non Ded.																												
-	X																														
-	X																														
-	X																														
-	X																														
-	X																														
TOTAL:	0	0	0																												
ELIGIBILITY COMMITTEE? MEMBERS?	No 0	TRIP TYPES: Subscription pre-booked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:																													
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING ON LIST?	No No No N/A	COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?																													
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible)	- - - - -	OTHER METHODS OF PAYING FARE:  Adult Child Student Senior Attendant Companion Other																													
TOTAL:	0	COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure																													
HOW OFTEN IS LIST OF REGISTRANTS SCREENED:	No No	N/A N/A																													

V E H I C L E S	Number	Typical Wheelchair	Typical Ambulatory	Avg. Age
<b>VEHICLE TYPES:</b>				
S-Wagon/Sedan				
Modified Vans				
Small Buses				
Purpose-Built				
Other				
TOTAL VEHICLES:	0			
<b>OWNERSHIP:</b>				
Maintenance:				
FLEET DISTRIBUTION:	6-9	9-11	11-2	2-4
Peak Day	6-9	9-11	11-2	2-4
Saturday	6-9	9-11	11-2	2-4
Sunday	6-9	9-11	11-2	2-4
Holidays	6-9	9-11	11-2	2-4
<b>PERFORMANCE INDICATORS</b>				
<b>FINANCIAL</b>				
R/C = Operating Revenue				
Operating Cost				
Net Operating Cost/Capita				
Municipal Net Cost/Capita				
Share of Net Cost				
- Provincial				
- Municipal				
(incl. Donations)				
EFFECTIVENESS	%	%	%	%
Cost/Trip - Dedicated				
- Non-Dedicated				
LABOUR PRODUCTIVITY				
Hours/Operator				
Dedicated Service Only				
Cost/Hour				
Cost/Kilometre				
Maintenance Cost/Kilometre				
<b>EMPLOYEES</b>				
NUMBER OF EMPLOYEES:				
Full Part Time Shared Volunteer				
Operators				
Office				
Maintenance				
Administration				
TOTAL:				
OPERATORS UNION:				
CONVENTIONAL UNION:				
MAXIMUM WAGE RATES:				
Operators				
Maintenance				
(Conventional)				
N/A				
N/A				
N/A				
<b>SERVICE UTILIZATION</b>				
Trips/Hour				
Kilometres/Hour				
Average Kilometres/Trip				
Trips/Registrant				
Unaccommodated Trip Requests				
Cancellations				
No-Shows				
<b>VEHICLE UTILIZATION</b>				
(Dedicated Service Only)				
Revenue Hours/Vehicle				
Kilometres/Vehicle				





# PERFORMANCE INDICATORS

## FINANCIAL

R/C	=	$\frac{\text{Total Revenue} \times 100}{\text{Total Cost}}$
Net Operating Cost/Cap	=	$\frac{\text{Net Operating Cost}}{\text{Population Served}}$
Share of Net Cost - Provincial	=	$\frac{\text{Provincial Share}}{\text{Net Operating Cost}}$
- Municipal	=	$\frac{\text{Municipal Share} + \text{Donations}}{\text{Net Operating Cost}}$

## EFFICIENCY

(Dedicated Service Only)

Cost/Hour	=	$\frac{\text{Dedicated Operating Costs}}{\text{Revenue Vehicle Hours}}$
Cost/Kilometre	=	$\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Kilometres}}$
Maintenance Cost/ Kilometre	=	$\frac{\text{Maintenance Cost}}{\text{Revenue Vehicle Kilometres}}$

A-1

## SERVICE

Registrants/Capita	=	$\frac{\text{Total Registrants} - \text{Other}}{\text{Population Served}}$
Revenue Vehicle Hours Capita	=	$\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$
Trips/Capita	=	$\frac{\text{Total Trips} - \text{Total Attend.} - \text{Total Other Trips}}{\text{Population Served}}$
Trips by Non-Dedicated Service	=	$\frac{\text{Total Non-Ded. Trips} - \text{Total Non-Ded. Attend.} - \text{Non-Ded. Other}}{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}$

## EFFECTIVENESS

Cost/Trip - Dedicated	=	$\frac{\text{Total Dedicated Cost}}{\text{Total Ded. Trips} - \text{Ded. Attendants} - \text{Ded. Other}}$
- Non-Dedicated	=	$\frac{\text{Total Non-Dedicated Trips}}{\text{Total Non-Ded. Trips} - \text{Non-Ded. Attendants} - \text{Non-Ded. Other}}$

## LABOUR PRODUCTIVITY

Hours/Operator	=	$\frac{\text{Revenue Vehicle Hours}}{\text{No. of Op. Full Time} + \left( \frac{\text{Op. Part Time} + \text{Shared} + \text{Volunteer}}{2} \right)}$
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## SERVICE UTILIZATION

Trips/Hour	=	$\frac{\text{Total Dedicated Trips} - \text{Ded. Attendants} - \text{Ded. Other}}{\text{Revenue Vehicle Hours}}$
Kilometres/Hour	=	$\frac{\text{Revenue Vehicle Km}}{\text{Revenue Vehicle Hours}}$
Average Kilometre/Trip	=	$\frac{\text{Revenue Vehicle Km}}{\text{Total Dedicated Trips} - \text{Ded. Attendants} - \text{Ded. Other}}$
Trips/Registrant	=	$\frac{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}{\text{Total Registrants} - \text{Other Registrants}}$
Unaccommodated Trip Requests	=	$\frac{\text{Unaccommodated Trips}}{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}$
Cancellations	=	$\frac{\text{Cancelled Trips}}{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}$
No-shows	=	$\frac{\text{No-show Trips}}{\text{Total Trips} - \text{Total Attendants} - \text{Total Others}}$

## VEHICLE UTILIZATION

Revenue Hours/Vehicle	=	$\frac{\text{Revenue Vehicle Hours}}{\text{Total Vehicles}}$
Kilometres/Vehicle	=	$\frac{\text{Revenue Vehicle Km}}{\text{Total Vehicles}}$

# Handy Reference Comparison

## Population Served

### Less than 10,000

Burk's Falls  
Dryden  
Espanola  
Gore Bay  
Manitouowadge  
Paris

### 10,000 to 100,000

Amherstburg  
Barrie  
Belleville  
Brantford  
Brockville  
Cambridge  
Chatham  
Cobourg  
Collingwood  
Cornwall  
Elliot Lake  
Georgina

Guelph  
Halton Hills  
Hanover  
Kapuskasing  
Kingston  
Leamington  
Lindsay  
Milton  
Newcastle  
Newmarket  
Niagara Falls  
North Bay  
Orillia  
Owen Sound  
Pembroke  
Peterborough  
Richmond Hill  
Sault Ste. Marie  
Scugog-Uxbridge  
St. Thomas  
Stratford  
Sudbury  
Timmins  
Vaughan  
Victoria County  
Welland  
Whitby

### 100,000 to 200,000

Ajax-Pickering  
Markham

Oakville  
Oshawa  
St. Catharines  
Thunder Bay

### Greater than 200,000

Halton Region  
Hamilton  
Kitchener-Waterloo  
London  
Ottawa  
Peel  
Toronto

## Fleet Size

### Under 3 Vehicles

Amherstburg  
Belleville  
Brockville  
Burk's Falls  
Cambridge  
Chatham  
Cobourg  
Collingwood  
Dryden  
Elliot Lake  
Espanola  
Georgina

### 3 to 10 Vehicles

Ajax-Pickering  
Barrie  
Brantford  
Cornwall  
Guelph  
Markham  
Milton  
Newmarket  
Niagara Falls  
North Bay  
Oakville  
Oshawa

Gore Bay  
Halton Hills  
Halton Region  
Kapuskasing  
Leamington  
Lindsay  
Manitouowadge  
Meaford  
Newcastle  
Orillia  
Owen Sound  
Paris  
Pembroke  
Richmond Hill  
Scugog-Uxbridge  
St. Thomas  
Victoria County

Peterborough  
Sault Ste. Marie  
St. Catharines  
Stratford  
Sudbury  
Timmins  
Vaughan  
Welland  
Whitby

### 10 to 25 Vehicles

Hanover  
Kingston  
Kitchener-Waterloo  
London  
Peel  
Thunder Bay  
Windsor

### Greater than 25 vehicles

Hamilton  
Ottawa  
Peel  
Toronto



Scheduling and Dispatching

<i>Manually</i>	
Ajax-Pickering	
Amherstburg	
Barrie	
Belleville	
Brantford	
Brockville	
Burk's Falls	
Cambridge	
Chatham	
Cobourg	
Collingwood	
Cornwall	
Dryden	
Elliot Lake	
Espanola	
Georgina	
Gore Bay	
Halton Hills	
Halton Region	
Hanover	
Kapuskasing	
Lindsay	
Manitouwadge	
Markham	
Meaford	

Newmarket	
North Bay	
Ottawa	
Peel	
St. Catharines	
Sudbury	
Toronto	
Vaughan	
Weiland	
Windsor	
<i>Combination</i>	
Cambridge	
Ottawa	
Vaughan	
Weiland	
<i>Vehicle Maintenance</i>	

<i>By Municipality</i>	
Ajax-Pickering	
Burk's Falls	
Cornwall	
Elliot Lake	
Espanola	
Gore Bay	
Halton Region	
Kitchener-Waterloo	

Milton	
Orillia	
Ottawa	
Owen Sound	
Pembroke	
St. Thomas	
Sudbury	
Toronto	

<i>Contracted Out</i>	
Barrie	
Guelph	
Hamilton	
Kingston	
Leamington	
Markham	
Meaford	
Newcastle	
Newmarket	
Oshawa	
Paris	
Scugog-Uxbridge	
Stratford	
Thunder Bay	
Vaughan	
Victoria County	
Whitby	
Windsor	

<i>By Transit Authority</i>	
Brantford	
Cambridge	
Niagara Falls	
Sault Ste. Marie	
St. Catharines	
Timmins	
Toronto	

<i>By Operator</i>	
Belleville	
Brockville	
Chatham	
Cobourg	
Collingwood	
Dryden	
Georgina	
Halton Hills	
Hanover	
Kapuskasing	
Lindsay	
London	
Manitouwadge	

**Municipalities Using Non-dedicated Services**

Ajax-Pickering  
Barrie  
Burlington  
Cambridge  
Guelph  
Hamilton  
Kapuskasizing  
Kenora  
Kingston  
Kitchener-Waterloo  
Leamington  
Markham  
Meaford  
Milton  
Oakville  
Owen Sound  
Peel  
Peterborough  
Richmond Hill  
Stratford  
Sudbury  
Thunder Bay  
Toronto  
Vaughan  
Windsor

**Service Start**

***Prior To 1979***  
Brantford  
Burlington  
Cambridge  
Chatham  
Dryden  
Guelph  
Hamilton  
Kingston  
Kitchener-Waterloo  
London  
Niagara Falls  
Oshawa  
Ottawa-Carleton  
Paris  
Sault Ste. Marie  
Stratford  
Sudbury  
Thunder Bay  
Timmins  
Toronto  
Windsor

***Since 1979***  
Amherstburg  
Ajax-Pickering

Barrie  
Belleville  
Brockville  
Burlington  
Cobourg  
Collingwood  
Cornwall  
Elliot Lake  
Espanola  
• Georgina  
• Gore Bay  
Halton Hills  
Halton Region  
Hanover  
Kenora  
Keewatin  
Jaffray & Melick  
Leamington  
Lindsay  
• Manitouwadge  
Markham  
• Meaford  
Milton  
Newcastle  
Newmarket  
North Bay  
Oakville  
Orillia  
Owen Sound  
Peel

Pembroke  
Peterborough  
Port Hope  
Renfrew  
Richmond Hill  
Sarnia  
Scugog-Uxbridge  
St. Catharines  
Vaughan  
Victoria County  
Welland  
Whitby  
Woodstock

• New in 1990

***Same Fare Structure***  
Ajax-Pickering  
Belleville  
Brantford  
Brockville  
Burlington  
Collingwood  
Dryden  
Elliot Lake  
Guelph  
Hamilton  
Kitchener-Waterloo  
Markham  
Milton  
Niagara Falls  
North Bay  
Oakville  
Ottawa  
Owen Sound  
Peel  
Peterborough  
Richmond Hill  
Sarnia  
Sault Ste. Marie  
St. Catharines  
Stratford  
Sudbury  
Timmins  
Toronto  
Vaughan  
Welland

**Comparison to Conventional Transit**

***Same Hours of Service***

Brockville  
Burlington  
Cornwall  
Elliot Lake  
Milton  
Ottawa  
Thunder Bay

**Same Operator Wage**

**Rates**

Ajax-Pickering

Burk's Falls

Burlington

Cambridge

Collingwood

Cornwall

Gore Bay

Halton Hills

Halton Region

Meaford

Oakville

Ottawa

Owen Sound

Peterborough

Sarnia

Sault Ste. Marie

Scugog-Uxbridge

St. Catharines

Toronto

Welland

Georgina

Guelph

Halton Region

Kapuskasing

Leamington

London

North Bay

Oakville

Ottawa

Peterborough

Sault Ste. Marie

St. Thomas

Sudbury

Vaughan

**Unable to Use**

Amherstburg

Belleville

Brantford

Brockville

Burk's Falls

Cambridge

Chatham

Cobourg

Collingwood

Dryden

Elliot Lake

Espanola

Georgina

Gore Bay

Halton Hills

Hanover

Kapuskasing

Kingston

Kitchener-Waterloo

London

Manitouwadge

Markham

Milton

Newcastle

Newmarket

Niagara Falls

Orillia

Oshawa

Owen Sound

Paris

Peel

Pembroke

Peterborough

Richmond Hill

Scugog-Uxbridge

St. Catharines

St. Thomas

Stratford

Thunder Bay

Timmins

Toronto

Victoria County

Welland

Whitby

Windsor

**Unable to Use With Dignity**

Chatham

Cornwall

Hamilton

Lindsay

Halton Hills

Halton Region

Kingston

Kitchener-Waterloo

Leamington

London

Manitouwadge

Meaford

Newcastle

Newmarket

North Bay

Oakville

Orillia

Oshawa

Ottawa

Paris

Peel

Peterborough

Richmond Hill

Sault Ste. Marie

Scugog-Uxbridge

St. Catharines

Stratford

Sudbury

Thunder Bay

Timmins

Toronto

Vaughan

Welland

Whitby

Windsor

**Volunteer Contribution**

Brantford

Burk's Falls

Gore Bay

Hamilton

Kenora

Niagara Falls

**No Maximum Call In Time**

Ajax-Pickering

Barrie

Belleville

Brantford

Cambridge

Chatham

Cornwall

Dryden

Espanola

Guelph

## No Minimum Call In Time

Ajax-Pickering  
Amherstburg  
Belleville  
Brentford  
Brockville  
Burk's Falls  
Cambridge  
Chatham  
Cobourg  
Cornwall  
Dryden  
Elliott Lake  
Espanola  
Georgina  
Halton Hills  
Halton Region  
Kapusking  
Kingston  
Kitchener-Waterloo  
Leamington  
Lindsay  
London  
Manitowadge  
Meaford  
Milton  
Newcastle  
Newmarket

Niagara Falls  
North Bay  
Oakville  
Orillia  
Oshawa  
Paris  
Peel  
Pembroke  
Peterborough  
Sault Ste. Marie  
Scugog-Uxbridge  
St. Catharines  
St. Thomas  
Stratford  
Sudbury  
Thunder Bay  
Timmins  
Vaughan  
Welland  
Whitby  
Windsor

## Population Density

*Less than 5 Persons per Hectare*  
Amherstburg  
Dryden  
Espanola

Georgina  
Gore Bay  
Halton Hills  
Halton Region  
Hanover  
Kapusking  
Meaford  
Newcastle  
Niagara Falls  
Scugog-Uxbridge  
Sudbury  
Thunder Bay  
Timmins  
Vaughan  
Victoria County  
Whitby

## 5 to 10 Persons per Hectare

Barrie  
Cambridge  
Cobourg  
Collingwood  
Cornwall  
Elliott Lake  
Lindsay  
North Bay  
Owen Sound  
Paris  
Peel  
Welland

## 10 to 15 Persons per Hectare

Belleville  
Brantford  
Brockville  
Chatham  
Guelph  
Kingston  
Newmarket  
Orillia  
Peterborough  
St. Catharines  
Stratford

## Greater than 15 Persons per Hectare

Ajax-Pickering  
Burk's Falls  
Hamilton  
Kitchener-Waterloo  
Leamington  
London  
Manitowadge  
Markham  
Milton  
Oakville  
Oshawa  
Ottawa  
Pembroke  
Richmond Hill  
Sault Ste. Marie

St. Thomas  
Toronto  
Windsor



Service Type

Door to Door

- Ajax-Pickering
- Brantford
- Brockville
- Burk's Falls
- Cambridge
- Cobourg
- Collingwood
- Cornwall
- Dryden
- Elliot Lake
- Espanola
- Gore Bay
- Hamilton
- Kapuskasing
- Kingston
- Manitouowadge
- Markham
- Meaford
- Orillia
- Owen Sound
- Pembroke
- Peterborough
- St. Thomas
- Thunder Bay
- Timmins
- Victoria County

Welland

Curb to Curb

- Amherstburg
- Belleville
- Chatham
- Georgina
- Halton Hills
- Leamington
- Newmarket
- Niagara Falls
- North Bay
- Pembroke
- Sault Ste. Marie
- Vaughan
- Windsor

Paris

Peel

Pembroke

Richmond Hill

Scugog-Uxbridge

St. Catharines

Stratford

Sudbury

Toronto

Welland

Whitby

Richmond Hill

Sault Ste. Marie

St. Thomas

Timmins

Vaughan

Welland

Non-profit Group

- Barrie
- Brantford
- Cobourg
- Dryden
- Guelph
- Hamilton
- Hanover
- Kingston
- Kitchener-Waterloo
- Leamington
- Newcastle
- North Bay
- Oshawa
- Pembroke
- Scugog-Uxbridge
- Stratford
- Thunder Bay
- Victoria County
- Whitby
- Windsor

Brockville

Chatham

Collingwood

Georgina

Halton Hills

Halton Region

Kapuskasing

Lindsay

London

Markham

Meaford

Milton

Newcastle

Orillia

Oshawa

Ottawa

Owen Sound

Scugog-Uxbridge

Sudbury

Whitby

Profit Oriented Contractor

- Belleville





